



## **SERVICE STANDARDS**

- All deliveries will be made within 3 working days of receipt of order at Community Equipment Store, providing stock is available.
- All collections will be made within 4 working days of receipt of request at store
- Emergency requests will be prioritised and delivered the same or next working day providing stock is available.
- Equipment will be clean, installed safely and, where appropriate, serviced according to manufacturers recommendations.
- If breakdowns cannot be repaired the equipment will be replaced
- Instruction leaflets will be issued with equipment deliveries.
- Complaints will be responded to within three working days.
- A minimum of 42% of all stock issued will come from our cleaning and refurbishment activities.
- All enquiries will be dealt with promptly and courteously and client confidentiality will be respected at all times.
- We will measure our performance against our standards and expect high levels of customer satisfaction. For some standards we measure by consulting regularly with our customers and we publicise the results on our website. The views of our customers are important to us as they help influence future service developments.

- We will monitor, review and update our equipment catalogue on the Intranet as changes take place.
- The Continence Delivery Service will meet the reasonable delivery requirements of clients including using discreet packaging
- Continence deliveries will be arranged in advance by telephone Emergency requests for continence products will be delivered same or next working day if product is available



**Awarded for excellence**

