

Voscur's Customer Charter

As a member or customer of Voscur you will ...

... expect to hear from us promptly.

Voscur will do its best to respond to your initial enquiry within two working days, or within a deadline to be agreed with you or your organisation.

... be treated impartially and fairly and on equal terms with other local organisations.

Voscur will remain impartial where there are internal or external difficulties for organisations and will offer support and resolution, rather than taking sides.

... always know where there is a charge for the services you require, and who funds the services we are able to provide free of charge.

Once Voscur identifies the level and kind of service that you need, it will be clear if there are charges for any element of that service, or any services we refer you to, so that you can make an informed decision.

... be sure to receive a service that is designed to be accessible, easy to use, culturally sensitive and tailored to your needs.

Voscur is committed to provide services that are appropriate for its members and customers. Voscur will engage specialist advice or services if needed. Voscur staff and volunteers regularly undertake Equality and Diversity training.

... be clear about what we expect of you, in terms of participation, communication and commitment. In return we will be clear about what you can expect from us.

Voscur will clearly set out the level of service it can provide and the investment that is required from your organisation in order to make sure that you get the full benefits of the services offered to you.

... be sure that your enquiry is treated with confidentiality and that we will only share your details with a third party with your knowledge and permission.

You can be confident that should you approach Voscur for support that your query or request for help will be handled in a professional and confidential manner and that Voscur will not disclose any information outside of the organisation without discussion.

... be dealt with to the best of our ability and knowledge.

Voscur will use the most accurate and relevant information, and is committed to continuous professional development for staff to ensure the delivery of excellent

services. Where your enquiry is beyond internal capacity Voscur will be clear about the limitations of the support and suggest other relevant sources.

... be encouraged to engage in Voscur's activities which support, develop and represent your organisation.

Voscur is committed to the voluntary and community sector in Bristol and recognise that we all benefit from working together. There may be areas of Voscur's activities that you are not aware of and we aim to give you the knowledge, skills and capacity to be more fully involved across the sector.

... be welcome to give feedback, constructive criticism and suggestions with regard to the services that Voscur offers.

If you have any comments or suggestions about improving our services, please [contact us](#). We always value your input and help to make what we do better.

Equally, if you feel that Voscur has not met its commitments as set out in the charter above, please [contact us](#). Feedback is always taken seriously. Any expression of dissatisfaction (such as a poor evaluation of a training session or event), will be taken forward for wider discussion, investigation and for a formal response. Your feedback helps to inform and shape the services that we provide. Should you not receive a satisfactory response or conclusion to feedback, or you feel that there has been a shortfall in the standard of the service that we have provided, please follow the Voscur [complaints procedure](#).