



Event Healthcare Customer Charter

Our customer service guidelines

Telephone enquiries

- Staff will answer all telephone calls within five rings and will answer politely and professionally, always giving their name.
- Staff will always be helpful and aim, wherever possible, to resolve the enquiry there and then.
- Where a call needs a specialist response, we will put that person in touch with the correct staff member and establish that the caller has been put through before leaving the call.
- Where the right member of staff is not available, they or another appropriate member of staff will get back to the caller within the next working day.
- Telephones will be attended during agreed times below. Outside of office hours, supporters will have the facility to leave a voicemail message. All voicemail messages will be responded to within 24 hours.

Escalation process for unresolved issues

If an issue remains unresolved after following our standard customer service guidelines, the following escalation process will be implemented:

- The issue will be escalated to the relevant department manager, who will review the case and take appropriate action.
- If the issue is still not resolved, it will be escalated to the senior management team for further review and resolution.
- Throughout the escalation process, we will keep the customer informed of the progress and any actions taken to resolve the issue.

Email and social media enquiries

- We will acknowledge receipt of all emails immediately.
- A full response will be supplied within 24 hours of receipt, where possible.
- If it is not possible in that time, we will contact the sender within 24 hours to update them.
- We will aim to send a full reply within 5 days of the original receipt of their email.
- We aim to respond to all enquiries addressed to the St John Ambulance official social media accounts (Twitter/X, Facebook, Instagram, YouTube, LinkedIn, and TikTok) between 9am and 8pm, Monday to Friday.

Customer feedback and complaints

We value your feedback and are committed to continuously improving our services. If you have any concerns or suggestions, please do not hesitate to contact us. We will address your feedback promptly and take appropriate action to enhance our services.

Thank you for choosing St John Ambulance for your event healthcare needs. We are dedicated to providing exceptional service and upholding the values of respect, integrity, and accountability in all our interactions.