



WE DISCOVER, WE GROW

Girlguiding

Girlguiding customer service standards

Know we are here for you.

When you contact Girlguiding you can be confident we will do the absolute best we can for you - because we are committed to giving you excellent customer service.

We have a high level of **customer service standards** and we aim to deliver these to everyone, every time. This means whenever you contact us you can be sure we will listen, support and help to the very best of our ability.

Our Girlguiding customer service standards describe what you can expect from us:

Girlguiding will be efficient and effective

- **We will make it easy to contact us**, so you can choose the way that suits you best.
- **We will respond to you quickly**
 - We will acknowledge your voice-message or social media message within 24 hours during the week, and by 5pm on Monday if we receive it at the weekend.
 - We will reply to your email within five working days (usually sooner) of receiving it at HQ, Trading Service or any Activity Centre.
 - We will always email you to tell you if your enquiry needs more time for in-depth research. We will meet commitments that we make to you personally about getting back to you.
 - If we need to pass your enquiry to a volunteer we will let you know. Girlguiding volunteers can be very busy and might sometimes take longer to come back to you.
- **We will keep you well informed.**
 - We will give you accurate, honest and clear information - to help you make decisions.

- We will give you informative messages on our phone or email accounts. This can include answering your questions and giving you timescales, for example about how long we may need to resolve an issue.
- **We will listen to you, and help to resolve any problems.**

Girlguiding will follow high standards of customer care

- **We will listen carefully to you.**
- **We will be clear and avoid or explain jargon where necessary.**
- **We will put your needs first whenever possible.**
- **We will do our best to make sure you are satisfied.**
- **We will respond positively** to your requirements and will aim to achieve a positive relationship with you at all times.
- **We will be fair.** We will avoid making assumptions about people and will treat everyone according to their needs, inclusively and fairly.

You can help us meet our standards:

- **Treat our staff and our service with respect** when you call or email us.
- **Give us feedback**
 - Tell us when we are getting something right, so that we can do more of it.
 - Tell us if we get something wrong, so that we can learn from our experience and improve.