



## **Pimlico Toy Library (PTL)**

133A Lupus St

London SW1V 3EN

Registered Charity: 1157856

Tel/fax: 020 7834 3356

e-mail: [ptlcharity@gmail.com](mailto:ptlcharity@gmail.com)

### **MEMBER CARE POLICY**

Our Member Care Policy sets out the standard of service members can expect to receive from Pimlico Toy Library. As part of our commitment under this policy we will:

- Answer letters and email correspondence within 7 calendar days;
- Give our name when answering the telephone;
- Use plain English in all written communication;
- Be polite, courteous and helpful and show every service user respect;
- Make sure that our staff and volunteers are approachable and trained in all aspects of their work:
  - Staff and volunteers will receive training to offer clear answers to member/user questions in a helpful and friendly way
  - All our staff and volunteers will be checked with the Disclosure and Barring Service (DBS)
  - Staff and volunteers will receive training in recognising, accepting and valuing diversity (please see our Equality and Diversity Policy for more information)
- Make sure that the information we provide about our services is accurate and up to date

To achieve these standards:

- We will monitor our performance and provide additional support and guidance to staff as appropriate;
- We will provide a complaints procedure so users can highlight to us ways in which to improve our services. A copy of Pimlico Toy Library's Complaints Procedure Policy is available on our website or upon request;
- We will make use of clear procedures, which are regularly reviewed, to help ensure everyone receives a good service;
- We will ask for structured service user feedback to help us monitor our performance and provide contact details for any other feedback. Where appropriate we will make changes to our service in response to feedback by service users.

### **Contact details**

If you have any comments or suggestions for improvements to our service please contact Maggie Harper on 020 7834 3356 or [ptlcharity@gmail.com](mailto:ptlcharity@gmail.com). Alternatively you can contact the Chair of Trustees, Max Stanford, [mtr.stanford@gmail.com](mailto:mtr.stanford@gmail.com).

#### **PTL Member Care Policy**

Date adopted: 17/09/2012

Last updated: 08/02/2016