



Customer Care Policy

Involving our customers

Unique Support for Unique People (US4UP) will make sure we understand what customers need, and develop services around expectations.

We will:

- regularly ask customers for their opinions about the service
- ensure that the customers help shape the services that are delivered
- be honest about what we feel can be achieved

Contacting us

US4UP will provide different ways to help people contact us and access the services they need.

- make information about US4UP and its services easily available
- publish opening hours and describe how to access services
- provide a welcoming, friendly service, easily accessible to all

How we communicate

We want to make every contact a positive experience for the customers. We will:

- always listen carefully to what customers and professionals say

- be polite and honest
- give a contact name and details
- let people know what will happen next
- point people in the right direction if we can't help
- provide a suitable environment and ensure confidentiality
- write letters, emails and publications that are easy to read and understand
- respond to letters and emails promptly
- let people know if there will be a delay in responding
- ensure answer-phone messages are clear and tell people when to expect a reply

Measuring how we perform

We want to make sure that our commitment to high standards of services are making a difference, and we will assess the success by measuring the customers experience. We will:

- seek regular feedback from customers
- publish details of how customers can tell us about complaints, pay compliments and give us feedback
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes

Policy to be reviewed January 2026