

YOUR RIGHTS AS A CUSTOMER

This document will tell you of:

- ★ The *standard of service* you have right to expect.
- ★ What to do *if things go wrong*.
- ★ How to get *in touch* with us.

When you use the service at Shopmobility Manchester or contact our office we will:

1. Treat you with dignity; value and your personal choices will be respected. However, this may not be used to justify discrimination against workers or volunteers.
2. Not discriminate against you, we aim to give you a fair and impartial service and we will not show any kind of prejudice.
3. Any information will be treated with confidence. We will make sure that no outside organisation will have access to your personal records. A copy of our confidentiality policy is available on request.
4. Provide you with our service Monday to Saturday 9:30am-5:30pm, Thursday 7:00pm Sunday and Bank Holidays 11am – 5pm
5. Process your booking immediately, and if this is not possible we will let you know the reason why. Our aim is to provide an effective service wherever possible.
6. Provide you with safe equipment (scooters, powered wheelchairs and manual wheelchairs) for your use, and in the event of any fault report, provide an emergency breakdown service and remove that piece of equipment immediately from use.
7. Aim to answer your queries straight away, if we cannot do so we will refer you to someone who may help.
8. Reply to any letter you may send within 5 working days of receiving it.
9. We will aim to answer all your questions in plain language within the same period or write to you and explain why it will take longer than this, if you prefer we can reply in large print or on tape, but this may take a little longer. We also welcome correspondence for the newsletter.

10. Aim to send you a copy of our newsletter at least once a year, this will be available upon request, in large print, cassette or email. We also welcome correspondence for the newsletter in these formats.

If you are not happy with the service you have received:

1. We aim to put things right first time, if you are not happy with the service, we will apologise and provide a full explanation if required.
2. If you are still not happy with our service you can contact the Co-ordinator, who will deal with your complaint or query within 3 working days of notification. If a full reply is not possible within this time you will be notified as soon as possible. You can write to her at the address below: -

**Noreen Phillips, Co-ordinator
Shopmobility Manchester
L18, New Arkwright Way
Arndale Centre
Manchester
M4 3AJ**

3. If you prefer to come to the office and speak to the Co-ordinator personally, you will need to make an appointment and you can do this by ringing **0161 839 4060**.
4. If you are still not satisfied, please get in touch with our **Chairperson** at the above address and telephone number, he/she will reply to your complaint or query within 5 working days of receipt. If a full reply is not possible within this time you will be notified, with a full explanation.

Have your say:

1. We are always looking for **ways to improve our service**; we can only do this with your help. We will listen to your ideas and we will take your views into account when planning future services or improvements, so that we can make sure that our service meets your needs.
2. Please send your correspondence addressed to the "Co-ordinator", at the address above, or phone the Co-ordinator on **0161 839 4060**.
3. We also have a Newsletter that goes out twice a year and if you wish to add your views within it, you can write to the above address.