

Customer Service Policy – The Foundry (Social Justice and Human Rights Centre)

Service Promise

The Foundry aims to provide the highest standard of service to its customers. We will set clear standards of service and will review these regularly to ensure they are relevant and effective.

We expect all staff to set very high standards of behaviour based on our aim and to provide service in a courteous, timely and helpful manner. Staff will be positively encouraged to offer suggestions for improvement in customer service and The Foundry will strive to implement these where reasonably possible. Staff will be trained to enable them to deliver the highest possible customer service.

Where customers have specific needs, we will endeavour to provide our service in a way that accommodates these without reducing the customer service standards they have a right to expect.

Our bookings team will deal with your booking in a professional, efficient and friendly manner, responding to any correspondence within 2 working days. We will strive to ensure that your expectations are met, if not exceeded, at every opportunity.

All sales staff are trained in how to manage the bookings process at The Foundry and procedures are in place to ensure the customer receives clear and complete information about our space and services.

Upon arrival at the venue, our reception team will welcome you and your guests to The Foundry and provide directions to your specified meeting room or event space. Throughout the day, Bookings, Reception and Facilities teams will be available to assist with any last-minute changes, and to ensure the smooth running of your event. Our Receptionist will provide the key sign in paper and inform of all fire, and health and safety regulations prior to the start of your event.

The booked meeting room(s) and/or event space(s) will be ready at the time agreed prior to the event and set up to your specifications; with any audio-visual equipment supplied by The Foundry, tested in advance.

Quality Promise

The Foundry, managed by Ethical Property Company is committed to providing high quality venue space for meetings, conferences and events including, audio visual equipment and support, and event management and planning services for our clients.

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At The Foundry we are committed to meeting, and if possible exceeding, our client's requirements and expectations, and hence, strive to deliver consistently high-quality services. We are dedicated to continuous improvement and have a framework for measuring and improving our performance.

In order to support our aim of customer satisfaction and continuous improvement, we have adopted the following systems and procedures throughout the business

- Continuous gathering and monitoring of customer feedback
- Continuous complaints procedure
- Continuous training and development opportunities for all our staff
- Health & Safety Policy outlining our approach to effective health and safety management including risk assessments
- Regular management review of policies and procedures in place

Access Arrangements

Our building is fully accessible, and we have a written accessibility statement in place and displayed on our website.

Terms and conditions

The terms and conditions for letting our meeting rooms are sent to all customers in advance and have clear information about payment terms, cancellation terms and other relevant information for our customers.

Main contact

Name: Clare Atkinson (Conference Sales Co-Ordinator)

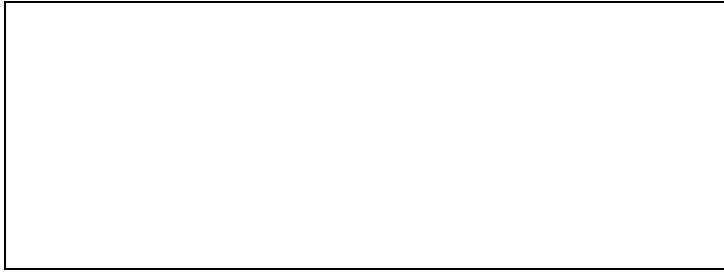
Email: bookings@aplaceforchange.co.uk

Hours: 0800-1630 Monday-Friday

Tel : 0203 752 5472

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