

OUR MEMBER CHARTER



What is our Member Charter?

Our Member Charter documents the promise to our members on the level of service that they should expect from us, what to do if something goes wrong, and how to make contact. The Charter is useful for our employees too, as it sets out clearly the services that our organisation provides.

Why should Hull & East Yorkshire Credit Union (HEYCU) have a Member Charter?

HEYCU seek to improve access to our service and promote quality, so the Charter is ideal. It helps members to get the most from our organisation's services, including how to make a complaint if they are dissatisfied with an aspect or have ideas for improvement.

A summary is on display in all our outlets. If you have any questions about anything in our Member Charter, please ask any member of staff.

Our commitment to the member

Our members come first. To show this, we will:

- ✓ ensure that services meet your needs by listening to what you say
- ✓ treat you fairly and courteously
- ✓ deal with enquiries and complaints thoroughly, promptly and honestly
- ✓ give you clear and relevant information
- ✓ make our premises and services easy to find and use
- ✓ continuously improve our services by involving staff and members in setting and monitoring consistent standards
- ✓ give staff the skills, training and support they need to put the member first
- ✓ encourage partnership organisations and those we contract with for services to embrace the aims of our Member Charter
- ✓ clearly and sensitively explain if we are unable to respond to a particular request
- ✓ recognise that our members are our owners

Treat you with respect

We will:

- ✓ use your title and surname or your first name when we deal with you
- ✓ treat you fairly and without prejudice
- ✓ listen carefully and make a note of the issues
- ✓ be sensitive, discreet and respect confidentiality, providing as much privacy as possible if you need to discuss a sensitive matter

Clear communication

We will:

- ✓ communicate as clearly as possible
- ✓ avoid using jargon and abbreviations
- ✓ be polite and patient
- ✓ we will clearly explain anything you are unable to understand. Please ask for help - that is what we are here for.

On the telephone

When we deal with you on the telephone, we will:

- ✓ be polite, patient, friendly and helpful
- ✓ give our first name
- ✓ make sure we get all the information we need and write the details down
- ✓ avoid using jargon and abbreviations
- ✓ offer to confirm information in writing if necessary
- ✓ offer to ring you back, giving a timescale for our reply, if the enquiry is taking time or we cannot give you an answer immediately

Writing to you

When we write to you, we will:

- ✓ reply to your letters and e-mails in accordance with the Member Charter
- ✓ ensure that we have answered all your questions and sent you all the relevant information
- ✓ check that you know who to contact if you require further information

Dealing with feedback

Dealing with feedback in a positive and effective way is an essential part of customer care. It is also an important tool to improve our services.

We will:

- ✓ welcome comments, complaints and suggestions and respond to each one appropriately
- ✓ make sure you know how to give feedback and who to go to for help
- ✓ provide or arrange extra help with feedback procedures for members such as children and young people, older people, those with disabilities
- ✓ develop a positive approach to feedback
- ✓ investigate and deal with feedback thoroughly and in a timely manner, and make sure you know what is going on at all times
- ✓ monitor, record and analyse member feedback, ensuring that we use the findings to improve our service
- ✓ make sure that we tell you what the outcome is, in writing or in an appropriate format which tries to meet your individual needs

Monitoring and continuously improving our services

To continuously improve our services, we will keep reviewing:

- ✓ the information we provide about services
- ✓ how and where we provide services
- ✓ how easily you can use our services
- ✓ how we consult you
- ✓ how we respond to you
- ✓ our feedback procedures
- ✓ how we set standards
- ✓ how we monitor and report on services

What we will do

We will aim to make sure that all our members can access information about our services.

We will ensure that:

- ✓ information is drawn up in plain language and is well publicised and widely available
- ✓ services can be accessed locally and we will look at new and innovative ways of providing them
- ✓ our premises are clearly named and signposted
- ✓ our premises have reception areas which are of a good standard, with an area for waiting and interviews
- ✓ our premises are safe for staff and members, in compliance with the law
- ✓ consultation takes place with you on how our services can be improved
- ✓ periodically, we use member satisfaction surveys to find out what members think about our service
- ✓ we seek the views of local communities through appropriate channels
- ✓ we seek the views of local employers through appropriate channels
- ✓ we publish regular newsletters online and other ways
- ✓ we invite all qualifying members to our Annual General Meeting

What you can do

We will ask what you think about our services from time to time. Please help us to improve our services by responding to our surveys and questionnaires, and by getting involved in the way we make decisions.

You can also help us by:

- ✓ Telling us about your ideas for improvement
- ✓ Contributing to any surveys and questionnaires that we may circulate

Putting the member first

- ✓ We are constantly striving to improve our services to members. We can all play our part in making sure that we successfully achieve this by:
- ✓ Being open to change and new ideas
- ✓ Reacting positively to criticism and feedback
- ✓ Supporting improvements to services
- ✓ Recognising the important role of members and staff
- ✓ Actively working together to put the member first