



**Buckinghamshire VCSE Support Service  
Service Charter**

**OUR SERVICE STANDARDS**

## Who we are?

### Our Purpose

Community Impact Bucks exists to help people get involved and make a difference to their communities in Buckinghamshire. We believe that a thriving, vibrant network of charities, voluntary and community groups and social enterprises is vital for our society.

### What we do

We are here to help new ideas get off the ground, help groups to set up or grow, put in place the structures and funding and people they need to be successful.

We are here to help when charities and groups are going through difficult times. We offer support and advice and help them to get stronger and be resilient so they can keep making a difference.

### Our service standards

We aim to continuously provide a high-quality service to all our customers and stakeholders.

## Communication

### On the Phone -When you call we will

- Answer your call promptly
- Identify ourselves by name
- be professional and polite
- listen to you
- direct you to the right person
- provide an answer phone option if we are not available
- answer your query immediately or advise you of a timeline for answering more complex matters

### When you email us, we will:

- acknowledge/respond to you within two working days.
- Reply with clear and relevant information
- advise you of any delays in responding to your query and provide a reason

### When you have an appointment with us, we will:

- welcome you and make sure you are comfortable
- be punctual, polite, and professional
- consider your communication and accessibility need that you tell us about

### When you access our website, we will:

- ensure information provided is relevant, up to date, is easily understood and accessible.

## Accessibility

- Adopt a “no wrong door” approach to our service.
- Provide information on our services where communities gather physically and online.
- Work with partners to promote the service.
- Online request for support forms to access tailored support for micro and small VCSEs, with help filling in the form if required.
- Our communications will be timely, relevant, and clear.
- All information, both personal and business, provided by to us, will be dealt with observing the appropriate confidences and in a manner that respects your dignity and privacy.
- Named point of contact for information on Buckinghamshire Council Community Boards

## **Service Review and Development**

It is important we receive comments and feedback from all our customers and stakeholders. This will help us to improve our services and ensure we are responsive to your needs. We will carry out regular surveys to gauge your satisfaction with the service we have provided to you.

We welcome feedback, both positive and challenging, as this helps us to review, learn and improve how we do things. You can:

- talk to the member of the team you have been engaging with
- write to [info@communityimpactbucks.org.uk](mailto:info@communityimpactbucks.org.uk)

We are committed to providing the best service we can. If you want to complain we will ensure your complaint is treated seriously and fairly

### **If you are unhappy with our service, we will:**

- provide an effective complaints process and guidance
- acknowledge your complaint within 5 working days of receipt
- provide a full written response to your complaint within 21 working days
- advise you of any delays in responding to your complaint and provide a reason

## **Service Outcomes**

We will empower small and micro VCSEs:

- By giving them the knowledge, confidence, and connections to build their capacity, skills, and resilience through the support we provide.
- By bringing them together to have a strong collective voice

## **What we expect from you**

**We expect you to:**

- be realistic when you make a request of us. We are a small team and will make every effort to deal with your request as quickly and efficiently as possible.
- afford our staff the same level of courtesy that you expect from us.
- be professional, honest, and open with us always.
- provide us with feedback which may help us to improve the service which we provide.