



Customer charter

We know that our customer-facing colleagues, from the receptionists in our hospitals, the managers in our shops and everyone in-between, provide excellent customer service. However, we felt it was really important to formally set out these promises and behaviours in a charter so we deliver a consistent, high-quality service to people whenever we interact with them.

We will:

- Be kind to you and your pet
- Take the time to listen to you
- Treat you with respect
- Understand your needs and help as best we can
- Be honest with you
- Make sure any personal data you give us is secure
- Take responsibility when things have gone wrong
- Use your feedback as an opportunity to improve

We also ask customers to play their part in our Customer Charter. Blue Cross people deserve to be treated with respect and honesty.

We ask customers to be:

- Kind to animals and people
- Treat our people with respect
- Be honest with us

For further information please contact our Customer Care team on:

0300 790 9903
bluecross.org.uk

