



Our pledge to our customers

We aim to provide the best possible service to each and every one of our customers. If we do not meet or exceed your expectations, please do not hesitate to contact a member of staff who will guide you through our complaints policy & procedure.

We are constantly seeking to improve our standards in line with our Equalities and inclusion policy but effective communication and feedback are the key to our quality of service to our customers.

Quality Statement

Nurture Fostering will provide a quality & consistent service to all customers contacting our company. We will do this through a commitment to training and an adherence to published standards and policies.

Service Users contacting Nurture will have their telephone calls answered promptly and personal callers will be seen within 5 minutes with their enquiries answered promptly and courteously.

All staff will take personal responsibility for ensuring a quality outcome even if the outcome is not what the customer is seeking.

Nurture Fostering will publish and make public all policies and procedures regarding recruitment, and working practices, which is located and can be accessed via our website: www.nurture-fostering.co.uk

Opening Hours and Access

Nurture Fostering's main office is open Monday – Friday 9am to 5.00pm, and is also accessible by telephone outside of these hours for emergency contact from 5.00pm to 9am.

The office has disability access and all reasonable assistance will be provided to assist customers with their written and oral skills.

Being Inclusive

Nurture Fostering recognises that some of its customers will wish to discuss personal and sensitive information. We will make appropriate arrangements for their privacy and comfort and for the comfort of others.

Nurture Fostering will use buildings that are fit for purpose and attractive to its customers.

Nurture Fostering will be socially inclusive, meeting the needs of minorities and respect for their cultural needs.

Processing & Managing Information

Nurture Fostering are registered with the Data Protection Commissioner and will only divulge information to a third party with the express permission of the individual concerned.

Nurture Fostering will acknowledge written complaints within a period of 5 working days. The seriousness of the complaint will determine our response times as per our Complaints Policy and Procedures.

All staff will receive appropriate Customer Care Training.

Regular meetings will be held with the Nurture Team to improve/maintain service levels and communication.