



Communication Policy

External Communication

In dealing with customers, FPCNL staff will always

- Be polite and helpful
- Be succinct
- Treat others as you would like to be treated yourself
- Deal with enquiries efficiently and promptly
- Avoid promises that cannot be delivered
- Have a right to end contact if the customer is abusive

When our customers contact us

1. In writing FPCNL staff will
 - Take responsibility for the message/request
 - Date stamp letters
 - Ensure ownership is accepted by the appropriate person who will reply or attend to the mail within a reasonable timeframe
 -
2. By email FPCNL staff will
 - Respond to the email with 24hours or forward the mail to the appropriate person ensuring that they have taken ownership of the message
 - Ensure that the customer is aware if they are away from the office for more than one day.
3. By telephone FPCNL staff will
 - Take responsibility for the call and any required action
 - Should answer the call within three rings and apologize if there is a delay
 - When transferring calls, first announce the caller
 - Respond to external calls with Good morning/afternoon, FPCNL, “first name” speaking, how may I help you? And with their name to internal calls
 - Ensure messages are passed onto the appropriate person or department in a timely manner
 - Take ownership of the call until it is passed on to the appropriate person
 - Ensure calls are returned within 24hours
 - Where voicemail is available, either office or mobile phone, ensure it is set up correctly and checked regularly

When we contact our customers

4. In writing FPCNL staff will

- Produce external letters on headed paper and date all correspondences with reference numbers where necessary.
- Spell check all documents before sending
- Produce all documents in Arial, minimum of 9.

5. By email FPCNL staff will

- Ensure the message is clear, concise and relevant
- Ensure all email messages have a subject heading and end with their job title and telephone contact details
- Use a blank template, black on white background format.

Where away from the office for more than one working day, FPCNL staff will

- Where appropriate ensure telephones are diverted, covered by another staff member or a voice mail (if available) is activated with a message advising the caller when to expect a response.
- Activate their email “out of office assistant” giving details of their expected period of absence and alternative contact details for another member of staff.

All issues/complaints/enquiries must be closed via the same medium in which such was initiated OR a superior medium.