

Hampshire Genealogical Society [HGS] Customer Care Policy [Research]



Introduction:

Customer care is when companies or organisations treat their customers with respect and kindness and build a rapport with them. It's something that can - and should - be handled by everyone on the team. Within HGS, that means all volunteers who interact with our own members, or members of the public, whether it be in-person or via phone, email, chat, Zoom or social media interactions.

Our Policy Statement:

The object of the Society is to promote the study of, and assist customers with, family history research. In so doing, our aim is to provide a professional service to all who request it whilst treating everyone with respect, kindness and care, irrespective of whether or not they are members.

We will endeavour to provide an excellent service by responding to requests as soon as possible with accuracy, accountability, quality, transparency and patience.

Customer Care Procedures following requests for research:

- Where costs are involved these are explained at the outset so that there can be no confusion.
- The Society's volunteers endeavour to answer correspondence promptly and a holding reply is sent if there is to be a delay.
- Receipt of telephone calls will be noted, recording the customer's name and number, so that they can be contacted again should this be necessary. If it is an HGS member who has called, the membership number must also be recorded. There is a pro forma for this purpose.
- In-person requests for detailed research [at our Help Desk in HRO, at our Bookstall or at our Area Group meetings] will be also noted, recording the customer's name, contact details and particulars regarding the request so that the follow-up may be easily progressed. The pro forma, as above, must be used for this purpose.

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Complaints Procedures:

- It is important that all customers feel able to raise concerns, knowing that they will be taken seriously, treated respectfully and in confidence.
- Any serious complaint regarding research must be forwarded to the Research Manager who will investigate the matter.
- The Research Manager will compile a report to pass to the Chairman together with a draft response. Following discussion, they will agree a way forward.
- Once dealt with, a summary of the complaint, its findings and outcome will be circulated to the Executive Committee and Research volunteers.
- The final report is to be filed with the expectation that there can be no repeat of the circumstances.

	Prepared by:	Approved by:
Signed:	<i>Kay E. Lovell</i>	1. <i>[Signature]</i> 2. <i>[Signature]</i>
Print Name:	KAY E. LOVELL	1. L. WHALE 2. SINCLAIR
Position:	VICE - CHAIR	1. RESEARCH MANAGER 2. CHAIRMAN
Date:	21st November 2023	1. 21. NOV 2023 2. 21. 11. 2023