



## Service charter

Planned and responsive  
maintenance

**Tunstall**

# Our promise to you

Our customers and the people they support are at the heart of what we do.

We want working with Tunstall to be a great experience, and so we've created this Customer Service Charter so that you know exactly what you can expect when you choose us to deliver your service.

*The first step in providing a good service is listening, so if you would like to comment on this charter, or on anything else, please contact us:*

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**a.** Tunstall Healthcare (UK) Ltd, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR

<b>We will deliver</b>	To help you monitor our performance we will put in place Service Level Agreements and Key Performance Indicators such as First Time Fix and Contract Met. We also monitor our Customer Satisfaction levels in real time to ensure we continue to deliver world class service.
<b>We will offer value for money</b>	We work in partnership with our customers to identify savings over the life of the contract, and can offer service and maintenance of both Tunstall equipment and third party products, including fire systems and access control, providing cost effective integrated services from a single provider.
<b>We will communicate</b>	For each contract, clear communication channels will be defined, so our customers know who to contact, and will receive any agreed reports on time. We will ensure our customers can contact us 24 hours a day, 365 days a year via our Customer Satisfaction Centre.



<b>We will respect service users</b>	All of our engineers are DBS (Disclosure and Barring Service) checked, and follow a Code of Conduct which ensures they interact with residents/tenants in a polite and helpful manner and cause a minimum of disruption when working in their homes. Tunstall's Safeguarding Policy means all of our engineers have undergone training giving them the tools to help protect the wellbeing of service users.
<b>We will offer ongoing product support</b>	We commit to support all of our products for at least seven years after the date of last manufacture, managing stock levels and the supply chain to ensure customers purchasing Tunstall solutions can rely on us for years to come. As original equipment manufacturer, all repairs are undertaken using genuine new Tunstall parts.
<b>We will advise</b>	We will work with our customers to ensure the best possible solution is being provided to take account of a continually changing environment, e.g. new government legislation, advances in technology or changing priorities. We will get in touch if we become aware of issues that may affect you, such as products becoming obsolete.
<b>We will innovate</b>	Tunstall invests 4-5% of its annual turnover into Research and Development, and works in partnership with its customers to develop products which meet their needs now and in the future.
<b>We will care for our environment</b>	Tunstall complies with WEEE (Waste Electrical and Electronic Equipment) Regulations and has procedures in place to minimise the detrimental impact of waste equipment both during the products' lifetime and when they become waste. We also have a policy in place to monitor and minimise CO2 emissions from our vehicles.
<b>We will work safely</b>	The safety of our employees and others who may be affected by our activities is a priority for Tunstall. Our approach to health, safety and environmental performance is underpinned through our risk assessment process, staff training and by working with our customers to maintain safe working practices.

# About Tunstall

Established in 1957, Tunstall has been designing, manufacturing, installing and maintaining pioneering technology enabled care and services solutions for almost 60 years.

Tunstall's community alarm and telecare services are the most widely used in the UK, providing customers with future-proofed products that ensure service users can live in safe environments and their changing needs can be met for years to come. To support our UK coverage we have the largest network of specialist engineers in the UK, with 165 dedicated and comprehensively trained engineers.

Tunstall offers a truly end to end solution, encompassing software and hardware development; world-leading manufacturing and technical standards; unsurpassed installation and customer service and uninterrupted monitoring solutions.

Our policy of continual development means that product specifications and appearance may change without notice. Tunstall does not accept any responsibility for any errors and omissions contained within this document.

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