



## **Customer Support Usage Policy**

### **V1.2 September 2020**

#### **Purpose**

The SARD Customer Support Team is available between 9am and 5pm on working days to provide technical support for users of the SARD systems. All calls, emails and live chats are received and processed by SARD staff members. This policy is intended to prevent abuse of this benefit and therefore:

- Establish a policy which is both effective and in line with health service values
- Encourage mutual respect between our staff and customers
- Protect our staff members from harassment, aggressive, abusive and inappropriate behaviour
- Support a consistent response to such behaviour
- Remind customers that chat agents are real people too
- Maintain a relaxed, open and informal support environment for our customers
- Save time for both users and staff

#### **What we ask of our users**

All our staff aim to be polite, helpful, and responsive to each customer's individual needs and circumstances. We understand you may be under pressure at work, but we ask you to be polite and respectful in your communications with our staff at all times.

In line with NHS policy, SARD staff have the right to provide their support services without fear of harassment, aggressive, abusive or otherwise inappropriate behaviour. Examples of inappropriate behaviour would include, without limitation, instances of:

- Swearing, aggressive or threatening language
- Verbal abuse or defamation
- Racial or sexual abuse, language or imagery
- Persistent, unrealistic demands that cause stress to staff (requests will be met wherever possible and explanations given when they cannot)

SARD does not tolerate any such behaviour towards staff. Customers violating these rules may be blocked from using the live chat system and their details may be passed on to the management of their organisation.

#### **Other sources of help**

If you are new to the system, the most efficient way to get answers to common questions is to first:

- watch the short training videos
- review the relevant User Guide
- if you have forgotten your password, please click on the 'Forgot Your Password' link on the login page for your trust or organisation.

If you have any questions about this policy, please contact us on [support@sardjv.co.uk](mailto:support@sardjv.co.uk) or telephone 0208 771 4153