

THE SENDIAS BATHNES SERVICE

What to expect from our service

- We are open all year round during normal office hours.
- Our enquiry line is always available (24 hours per day). It is not always staffed. When it is not staffed, or when we are busy an answer machine service is available. You can leave us a message and we will call you back/respond.
- We aim to answer live calls Monday- Friday between 10.00 -3.00.
- We aim to respond to all contacts (telephone, email, text) within 5 working days (defined as Monday-Friday 9-5). If an enquiry comes in before 12 noon on a given day, we count that as day one.



How can you expect to be treated?

- We aim to treat all enquirers courteously with dignity and respect.
- If you have any access needs, for example, finding it difficult to read documents, please let us know. We can discuss with you whether there are any steps which we can take to make it easier for you to access our service.

Other information about our service

- Please see the policies on our website for more information about other aspects of customer care

Signposting

- Our website also has a helpful links section with signposts to other local organisations, and to national helplines, including Contact - Charity for Families of Disabled Children.
- Contact provide information and advice on a range of topics across education, health, care, and benefits. They offer a helpline service: Tel: +4408088083555