

# **Customer Service Charter**

Our commitment to you, as outlined in our Customer Service Charter means:

- Every encounter matters.
- We delivering nursing, personal and allied health care according to your specific requirements in a holistic manner.
- We will meet service requests promptly.
- We will communicate changes to a patient's condition in a timely manner.
- We will show attentiveness to clinical documentation.
- We provide assurance that all our caregivers are appropriately qualified and credentialed.
- We will promote safe work practices to protect all patients and caregivers.
- We will respect privacy and ensure all personal information remains confidential.
- All incidents or complaints are taken seriously.
- We welcome all feedback to evaluate and improve our service.

## **Feedback**

B&L Healthcare welcomes your feedback as we use it to continuously improve our service. Feedback is respected and addressed without prejudice. To provide feedback, kindly complete a feedback questionnaire or contact us on these hotline numbers: (+254) 718 255 010 / (+254) 734 246 100 or Email us at: [info@blhealthcare.co.ke](mailto:info@blhealthcare.co.ke)