

# **Spelthorne Personal Alarm Network - our service commitment**

The Spelthorne Personal Alarm Network (SPAN) intends to give a high level of customer care and support given the old and frail nature of its clients.

We aim to: -

- Answer SPAN calls within 60 seconds;
- Carry out an annual visit to each client;
- Replace faulty alarm units the same day of notification;
- Ensure everyone is treated equally and fairly regardless of race, family/marital status, gender, religious belief, age, disability or sexuality;