



Customer Charter

Our promise to you

Our customers are at the heart of everything we do.

Our aim is to deliver services efficiently and effectively.

Whenever you contact us you will receive a high standard of service.

We will produce a clear set of customer care promises and standards, regularly asking you for feedback.

We will use this feedback to help shape the services we deliver.

We will:

- Communicate clearly and keep you informed.
- Apologise when we get things wrong and tell you how and when we will put them right.
- Protect your personal data and support confidentiality.
- Use customer feedback effectively.
- Ensure our services are accessible and easy to use.
- Respond to enquiries as quickly as possible.
- Aim to get it right first time.
- Be courteous, helpful, open and honest in delivering high quality services.
- Be professional and positive in our approach.
- Treat everyone fairly and equally, with respect and dignity.

We would like you to:

- Treat our staff with respect and be courteous.
- Be considerate and polite to other customers.
- Give us the information we need to help you.
- Ask us to explain anything you are not sure about.
- Offer us your ideas for improvement.

