

Customer Service Charter

We aim to: 'Provide an effective and efficient high standard of service to all our customers'.

All our staff will:

- Be polite, friendly, open and honest
- Treat you with respect
- Treat you fairly and equally
- Maintain confidentiality, wherever possible
- Explain what will happen
- Keep you informed and explain if there will be a delay
- Wear name badges
- Be clean, tidy and appropriately dressed for our job

If you telephone us we will:

- Be prompt in answering calls
- Tell you who you are speaking to
- Try to deal with your enquiry within 2 working days

If you write, fax or email us we will:

- Acknowledge your email within 24 hours
- Reply to you within 15 working days
- Use plain language

If you visit us, we will:

- Always be pleasant and put you at ease
- We will make you feel welcome
- Reduce waiting times to a minimum
- Provide a courteous, helpful and responsive service
- Keep our reception areas, clean, warm and comfortable

What we expect from you:

- We will not tolerate rude or abusive behaviour towards any of our staff
- If you have any comments on the service that you have received, we want to know

You can:

- Fill in the comments form either available from our reception area, or on our website