

Customer Charter

Our commitment is always to:



Provide a personalised, dedicated, friendly and reliable service to the customer



Be considerate and respectful of each other's opinions



Give our staff the knowledge, training and encouragement they need to provide a high quality service



Maintain high levels of conduct, professionalism and confidentiality at all times



Provide clear, accurate and comprehensive information to agreed timescales



Be responsive and prompt when dealing with enquiries, in a polite and courteous manner



Seek continual improvement in Customer Service standards through effective consultation, monitoring and evaluation



Seek customers views on the services we are providing