

# CUSTOMER SERVICE CHARTER

## We aim to

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- Welcome all our customers with a positive and friendly attitude
- Provide up-to-date information
- Respond to your enquiries promptly and efficiently by email, telephone or face to face
- Demonstrate professional competence in providing advice on our services
- Provide a courteous, helpful and responsive service
- Keep our reception areas clean and comfortable
- Answer all telephone calls during full opening hours
- Apologise if we make a mistake
- Have a website that is informative, helpful and easy to navigate

## You can help us by

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- Treating our staff and other customers politely, respectfully and courteously
- Behaving in a respectful way in all your contact with us
- Telling us as soon as possible of any problems or potential problems
- Providing feedback to our staff if you are not happy with our service or if you are pleased with something in particular
- Informing us of any special needs you may have
- Sending us an email if you cannot find information on our website or fail to get through to us on the phone