

Customer Charter

We are committed to providing excellent customer service and aim to put customers at the heart of everything we do. Our Customer Charter sets out our commitment to you.

Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

When you telephone us we will:

- Aim to answer your call promptly
- Try to deal with your enquiry at first point of contact
- Make sure any calls transferred are put through to the right place, first time

When you email us we will:

- Send you an acknowledgment that we have received your email
- Aim to send you a full response within 5 working days
- If we cannot send a full response within 5 working days we will let you know when you can expect to receive a response
- When you visit our offices we will:
 - Greet you politely and promptly
 - Provide a comfortable and pleasant environment for you to wait and be seen in
 - Aim to deal with your enquiry at first point of contact

Complaints, Comments and Compliments

We take all feedback seriously and will always try to implement positive improvements from the feedback we receive. We want to hear from you if you have a complaint or wish to make a comment or compliment. We will:

- Welcome all feedback
- Acknowledge complaints within 5 working days
- Send a full detailed response within 10 working days from the initial complaint
- Use complaints and comments to develop service improvements

We ask that our customers:

- Treat our staff, partner agencies and other customers with courtesy and respect, we have a zero tolerance for unacceptable behaviour
- Provide information we need to deliver services
- Give us feedback and views to help us improve