



CUSTOMER COMMITMENT

We are committed to providing our customers the best possible experience. An experience based on quality through:



listening



acting on feedback



focussing on getting it right





We will:

- Offer a range of ways to communicate with us and respond to you through your chosen method.
- Give you sufficient time to fully explain your concerns to us.
- Listen to you and learn how we can continually improve your customer experience.
- Acknowledge all communication from you within three working days and aim to resolve issues within ten days.
- Make reasonable adjustments for customers with specific requirements, and offer you choice in how we communicate with you.
- Only ask personal information as necessary and use it in a lawful, fair and transparent way.
- Provide information of organisations who can support you if we aren't the right organisation to help.
- Assign a case manager for more complex queries who will keep you updated with progress.
- Always consider your personal circumstances when making decisions.

How you can help us:

- Please be patient with us during busy times.
- Provide information that is relevant to your enquiry.
- Tell us if you can't make an appointment.
- Provide feedback on the service you have received.
- Share information about you and your household when requested.
- Treat our colleagues with respect - they are here to help you.

Pride. Quality. Integrity. Innovation.