

# Customer Service Charter

*We aim to deliver  
an excellent and efficient service to you*

## **This Charter is our promise to you that:**

- We will be courteous and respectful and do all we can to respond appropriately to requests for service
- We will help you to use our services, explaining what we can do and what we cannot do
- We will give you straightforward information and use plain language
- We will consult with you regularly and take account of your comments
- We will treat everyone fairly
- We always aim to improve our services
- We will learn from our mistakes, work hard to avoid making them again and aim to put things right should they go wrong

## **Your commitment to us:**

- To behave in a considerate and polite way so that we can give you and other customers the standard of service you would expect
- Not to abuse staff, either physically or verbally
- To attend an appointment on time, or let us know if you cannot do so