

# Our customer promise

We are committed to delivering excellent service



## Treating you in the right way

We will:

- put your needs at the heart of what we do
- listen, be helpful, polite, and treat you fairly and with respect
- be open, upfront and explain our decisions



## Getting it right

We will:

- do what we say, on time and to the right standard
- provide clear information and advice
- say sorry if we get it wrong and do our best to put it right
- use your feedback to improve how we do things



## Keeping you informed

We will:

- deal with your request the first time you contact us, or as soon as we can
- tell you what will happen next, and by when
- keep you updated of progress



## Making it easy

We will:

- ensure our services are accessible and responsive
- make it easier, quicker and more convenient to deal with us

## In return, we ask you to:

- treat us politely and with respect
- give us your feedback so that we can learn from your experience