

## **Customer Service Charter**

### **Our Aim**

Our charter sets out our commitment and the standards of service we aim to provide.

We are committed to providing a high quality professional service which satisfies all customers' requirements by giving clear, consistent, accurate and prompt information.

### **Our values**

#### **Polite and courteous**

We will treat you with respect at all times

#### **Communicate effectively**

We will listen carefully to your needs and respond promptly and accurately

#### **Honesty**

We will only promise what we can truly deliver

#### **Trust**

We will achieve your trust by ensuring our staff are knowledgeable and responsible so that any information we give you is correct

#### **Quality**

Provide outstanding products and services to meet your demands

#### **Feedback**

We welcome feedback and ensure that if something does go wrong it will be dealt with effectively

#### **Team work**

We value our staff and work together for the benefit of you our customer

#### **Continued customer satisfaction**

We will continually monitor our performance and strive to make improvements

**Exceed your expectations**