

Our Customer Commitment

Our customers are our priority and we want to meet your expectations every time you contact us by delivering efficient and responsive services.

We will make sure:

- you are greeted politely by our well-trained, courteous, efficient and helpful employees.
- your rights to respect, confidentiality, privacy and safety are met.
- our services and information can be accessed easily and in a fair and equal way.

We aim to:

- Greet personal callers to our offices within 5 minutes.
- Deal with enquiries from customers calling at the offices within 30 minutes or offer them an appointment.
- Answer your telephone call within 10 seconds (5 rings). Where no-one is available to take the call, you will be given the opportunity to leave a message.
- Return your telephone call within 3 working days.
- Reply to your email within 3 working days.
- Reply to your letters within 10 working days. If we are not able to provide a full response within this time we will tell you why and let you know when we aim to reply by.
- When appropriate, make you an appointment if you ask for one.
- Whenever possible, resolve your enquiry the first time you contact us. When this is not possible we will resolve it as soon as we can and tell you when that is likely to be.
- Keep you informed of the progress of your enquiry.

We promise to:

- Clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint.
- Improve what we do by listening to your compliments, comments and complaints and learning from our mistakes.

We expect you to:

- Treat our employees with respect and not use abusive language or threatening behaviour towards them.