

Customer CHARTER

OUR PROMISE TO YOU

CORE CUSTOMER VALUES



CUSTOMER CENTRICITY

As a customer, we exist for you
Everything we do will be with your needs at front of mind.

- We listen carefully to understand what you need.
- We will guide you through the sometimes-complex constraints that we face
- We will use our understanding of these constraints and your needs to find solutions that work for you
- The whole community are our customers, we will consider everyone in the services we provide and the decisions we make.



ACCESSIBILITY

We will make sure that you can access our services the way that is most convenient for you

- We will provide access to our services that suits your individual needs
- We will make sure that everyone in the community of all ability gets full access to our services.
- You can approach any of us and ask us anything you like and if we cannot help, we will find the person who can.



RESPONSIVENESS

We will help you get what you need as quickly as possible. When what you need takes time, we will keep you updated on progress.

- We will endeavour to resolve your issue or enquiry at the first point of contact
- We will endeavour to make sure someone is available to help when you call.
- When the person you need to talk to is not available someone will call you back within one business day
- We will acknowledge all enquiries for service within one business day
- We will either resolve your enquiry or advise you of progress and an estimated date or resolution within 10 business days. We will keep you informed of the progress of your request.
- When we cannot fulfil your request or meet your expectations, we will tell why as soon as possible.



EMPATHY

We will walk a mile in your shoes, considering your personal circumstances and adjusting our approach accordingly.

- We will put ourselves in your place and try and see the world from your perspective
- We will consider your personal circumstances and adjust our approach accordingly
- We will always treat you with kindness, courtesy, and respect
- In situations where we need to make a decision that impacts on two or more customers we will take everyone's needs into account and try and find the best solution for everyone.