

## We aim to:

Welcome all our customers with a positive and friendly attitude

Provide up-to-date information

Respond to your enquiries promptly and efficiently by email, telephone or face to face

Demonstrate professional competence in providing advice on our services

Provide a courteous, helpful and responsive service

Keep our reception areas clean and comfortable

Answer all telephone calls during full opening hours

Apologise if we make a mistake

Have a website that is informative, helpful and easy to navigate



## You can help us by:

Treating our staff and other customers politely, respectfully and courteously

Behaving in a respectful way in all your contact with us

Telling us as soon as possible of any problems or potential problems

Providing feedback to our staff if you are not happy with our service or if you are pleased with something in particular

Informing us of any special needs you may have

Sending us an email if you cannot find information on our website or fail to get through to us on the phone

