

Customer Service Standards



In our dealings with you we will:

- Always be helpful and courteous.
- Treat all customers equally and with respect.
- Respect your confidentiality.
- Use plain English when speaking or writing to you.
- Acknowledge and welcome you into our buildings and be available if you require assistance.
- Be easily identifiable via staff badges and where appropriate a staff dress code.
- Answer your enquiries promptly and efficiently to the best of our abilities. If we cannot answer your enquiry we will signpost you to someone who can.
- Review customer feedback to amend or improve our services.
- Ensure our services are accessible and easy to use.

In return we ask that you:

- Are respectful and courteous towards our staff.
- Are tolerant and considerate towards our other service users.
- Are considerate of the building and its resources.
- Come to us with any feedback or suggestions for improvement.
- Talk to us if you have a problem or need us to explain anything you are unsure about.