

Our commitment to you

We will:

- Be polite, cheerful, yet professional at all times.
- Be open and honest with you.
- Listen, and treat you with courtesy and respect.
- Treat all customers fairly.
- Provide you with the best products, services and advice.
- Have well trained, fully qualified and helpful staff.
- Respond to you quickly and efficiently.
- Provide accessible premises to customers with disabilities.
- Work closely with other professional service providers to improve our overall service to you.
- Be available for contact by telephone, email, letter, via our website or in person.
- Get to know you, and give advice based on your situation.
- Provide you with clear and accurate information.
- Treat your personal details in a confidential manner.
- Advise you of all relevant timescales.
- Listen to you about improvements we can make to our services.

Our aim is to:

- Get things right the first time.
- Reply to any contact you make with us within one working day.
- Explain complex matters in plain English, and not use unnecessary technical terms or jargon.
- Contact you at least annually where appropriate.