

## Our Customer Charter

### We will meet your needs by:

- Listening to you. We will respond to your concerns and treat you fairly and with respect.
- Processing complaints efficiently. We will do all we can to ensure that you have confidence in our decisions.
- Being professional and courteous. We will abide by the principles of Quality Customer Service, do what we promise to do and endeavor to give you the right information in a timely manner.
- Being open and honest at all times. We will answer your questions as fully as we can and will make sure our answers are as simple and easy-to-understand as possible.
- Protecting your privacy. We will keep accurate records of your dealings with us and keep those records safe.
- Treating everyone equally. We will strive to make sure that our service takes account of any special needs or requirements that you may have.
- Being accessible. We will be available to answer your questions in person, by telephone, by letter or electronically.