



Customer Commitment



*Like **you**, many of us live and work here. We are all passionate about it being the best place it can be. Our work centres around you, and we take immense pride in delivering services that work well for **everybody**.*

We will...

- Ensure our information is easy to find, up to date and accessible
- Make it easy for you to contact us
- Treat you fairly, inclusively and with respect, understanding one size doesn't fit all
- Be helpful, supportive and compassionate
- Provide clear and accurate information and advice that resolves your request as fully as possible
- Listen and identify the assistance you need, even if we are not the right people to deal with your request
- Be transparent about how we work and explain in plain language what we will do so you know what will happen next
- Respect confidentiality and keep your personal information safe
- Be proactive in keeping you updated
- Seek out and listen to your feedback and use it to learn and continually improve
- Say sorry if we get it wrong and strive to put it right
- Provide you with opportunities to help shape our services
- Think creatively and use technology to make things work better

Helping us to help you

- Tell us your ideas and suggestions if you think there are ways we could improve
- Let us know when we have done something well
- **Treat us with courtesy and respect - we want to help you**

