

Customer Service Charter

All of our customers should receive a high quality service from us be it on the telephone, in writing or in person.

We aim to fulfil this promise by closely monitoring the feedback we get from customers and acting upon it. We will build on the good things we do and improve the things we are not so good at.

We believe that our word is our bond, and we want customers to share that belief.

When customers phone us:

- We will aim to answer calls courteously within 3 rings.
- We will always try to answer their query straight away if we can.
- If we don't know the answer to their question or the person they want is not available, we will take a message and get back to them within one working day.
- If they leave a message on an answerphone, we will call them back within one working day.

When customers email us:

- We will aim to send a full reply within two working days.
- If the matter is urgent, we will respond faster.
- We will make sure that our departmental mailboxes are checked at least twice a day during working hours.
- We will ensure that our contact details are displayed in each email we send.

When customers write to us:

- We will aim to respond with a full answer as soon as possible, but ideally within two working days of receiving their letter.
- If a letter has gone unanswered for five working days, at the end of the fifth working day we will write back to confirm that we have received the letter and try to follow up with a full answer as soon as possible.

- Whatever happens, we will keep customers informed.
- We will write in a clear, concise and easy-to-understand way.
- All letters will be sent on official headed paper and written in Arial font size 11.

When customers visit us, or we visit them:

- A member of staff will greet visitors within five minutes of their arrival at reception.
- The member of staff whom they have come to see will meet them within five minutes of their appointment time.
- When we visit a customer we will be dressed appropriately and have a clean, smart appearance.

Suggestions, improvements, compliments:

- We welcome suggestions for improvements. We will let customers know if we can make the change they suggest if they request a response from us.
- We will be delighted to receive a compliment when customers feel they have received outstanding service and we will make sure the people concerned are aware of their compliment.

Complaints:

- We will aim to be helpful and efficient, but we know that sometimes things go wrong.
- We want to put mistakes right quickly and improve our service.
- If a customer has a complaint, we will inform him or her that we have a complaints procedure and we will tell them what it is. We will send a copy via email or post if requested. We take complaints very seriously and all are dealt with both quickly and effectively.