

## **OUR AIMS**

### **Providing a high quality service which satisfies our customers**

Our aim is to:

- be professional, friendly, approachable, supportive and accessible.
- be trusted by our customers to always provide accurate and timely information and advice.
- be accomplished and professional in everything we do in delivering the complete service.
- be knowledgeable and well informed so that we are able to efficiently and effectively meet the needs of our customers.
- be reliable, honest, dependable and consistent so that our customers can have confidence in our services.

To achieve this we will:

- provide well trained staff.
- provide all our customers with clear information.
- put into operation efficient and cost effective systems and processes.
- train our staff to listen carefully, to give clear explanations, to be courteous and helpful, and to treat you with respect.
- always consider new ways to improve our services, and welcome any comments you would like to make to help us achieve this aim.
- ensure that if a complaint does arise, it is dealt with promptly, openly and fairly and an apology is issued if we make a mistake.
- be sensitive to special needs.

You can help us by:

- giving us full and accurate information.
- letting us know how we can improve our service.
- asking us to explain anything of which you are not sure.