

OUR CUSTOMER CHARTER

WE WILL PUT YOU AT THE HEART OF WHAT WE DO

1 OUR PROMISE TO MAKE IT HAPPEN

- We will listen to you and value your opinion
- We will treat you with dignity and respect
- We will be open, fair and honest
- We will treat your information with care and respect your privacy

2 OUR PROMISE TO MAKE IT EASY

- We will make our services easy to use and accessible to all
- We will provide clear and simple ways for you to engage with us
- We will support you to use our services

3 OUR PROMISE TO MAKE IT BETTER

- We will continue to learn so that we grow and improve
- We will involve you in the planning and delivery of our customer services
- We will explain outcomes and decisions clearly

IN RETURN WE ASK THAT YOU

- Treat our staff with respect
- Be on time for any appointments
- Tell us when something changes