

# **Our Commitment to you**

## **Easy to use Services**

### **We will**

- Provide a range of ways to contact us, including on-line, telephone and face to face services
- Ensure our website is up to date, with a range of on-line services that can be accessed 7 days a week
- Support you to use our online services
- Deliver a good telephone service, with knowledgeable staff to help deal with your enquiry
- Offer a face to face service when you need it
- Be clear in our communication with you

## **Focused on meeting your needs**

### **We will**

- Ensure our staff are friendly, welcoming and professional
- Be open and honest
- Explain our decisions clearly
- Aim to resolve your issue when you first contact us wherever possible
- Help to sign-post you to the right organisation if we are unable to assist
- Work closely with our partners to provide help and support to you

## **Listening to you**

### **We will**

- Listen to you and ensure we understand your needs
- Make it easy for you to provide feedback
- Use your feedback to improve our services
- Apologise if we get things wrong and do what we can to put it right