



Our Customer Care Pledge

We aim to provide all our customers with excellent services

We pledge to:

- ◆ provide a service that is polite, friendly, professional and personal to you**
- ◆ deal with your enquiries effectively, with the least possible inconvenience to you**
- ◆ tell you how long you will have to wait if you call to the office without an appointment, or offer an alternative appointment that is convenient for you if the member of staff is not available to see you**
- ◆ visit your home to deal with your enquiries if you cannot come to the office**
- ◆ keep appointments, or let you know if this will not be possible**
- ◆ answer your telephone calls promptly, so you are not left waiting**
- ◆ return telephone calls within 24 hours if you contact the office and the person you need to speak to is not there**
- ◆ answer your letters, faxes or e-mails within 10 working days**
- ◆ send your application forms, information leaflets etc, within two working days**
- ◆ we will try to achieve these standards at all times**
however, if you feel that our service does not meet them, please let us know. If we are in the wrong, we will apologise and make sure that, in future, problems are avoided