

Customer Charter

Our commitment to you

- To deliver high quality services to you in an effective and caring manner.

Courtesy and Consideration

You are at all times entitled to be served:

- Promptly and in a courteous manner
- With due regard to privacy and confidentiality
- By helpful staff

Openness and Impartiality

We undertake to:

- Deal with you in a fair and open manner
- Discuss any aspect of your dealings with us
- Explain how a decision was reached.

Access

We endeavour to:

- Provide clean, accessible public offices
- Facilitate access for people with disabilities and special requirements.