

Customer Service Charter



Our Commitment to Customer Service Excellence

We are always putting our customers first

We will always endeavour to go above and beyond our customer's expectations

Our end results will be delivered by well trained and easily identifiable staff who will focus on providing excellent customer service

We provide accurate and up to date customer information

Our aim is to deliver a service that you would like, and expect to receive

We are committed to continually challenging and improving our service

Our team will be encouraged to propose better ways of workings and experiment with new solutions

Our Commitment to Accessible Services

We recognise and respond to our customers' individual needs

We endeavour to provide customers with the assistance they need to access our services and make their visit special

Our Commitment to Acting on Customer's Feedback

We will empower our team to build effective network relationships within and outside of our business

We will take time out to listen carefully to what our customers tell us, and welcome comments

We will ensure that we take on board any problems, and work on this until we reach a solution for our customers

We will adopt a one team ethic, and collectively take responsibility and treat everyone with dignity and respect

We are committed to learn from our customer's comments and improve our service as a result

You can help us by:

Providing us with all the information we need to help you

Asking us if you are unsure of anything

Informing us if you have any special needs

We will always look to the future to help improve our service and this can be aided by you by telling us how we can improve our service

If you require any further information, please contact: -

Gavin Middleton
Operations Manager
Unit 64 Harvey Centre
Harlow Essex
CM20 1XR
01279 442981