

# CUSTOMER SERVICE CHARTER

A central graphic consisting of six colored boxes arranged in a 2x3 grid. Each box has a white tab at the top and is decorated with small squares in the top-left corner. The colors of the boxes are: top-left (green), top-middle (orange), top-right (red), bottom-left (red), bottom-middle (green), and bottom-right (orange).

**FRIENDLY AND HELPFUL**  
Our staff are polite, approachable and happy to help.

**UNDERSTANDING**  
Your voice matters – we listen to what is important to you, we welcome comments and are committed to acting on your feedback.

**EFFECTIVE COMMUNICATION**  
We use language that is clear and concise and will keep you up-to-date on matters that affect you.

**CUSTOMER-CENTRED**  
We are committed to delivering a great experience.

**PROFESSIONAL**  
Our knowledgeable team will always respond to your enquiry, investigate it and keep you informed of its progress.

**INCLUSIVE**  
We treat everyone as an individual and believe everyone should be treated with dignity and respect.

*For the future you want*