



CUSTOMER CHARTER

ENABLING US TO BECOME OUR CUSTOMER'S
PREFERRED SERVICE PROVIDER.



OUR COMMITMENT TO EXCELLENCE:

- ✓ We will put our customers at the heart of everything that we do.
- ✓ We will maintain an attitude of pride in our organisation, striving to take care of our customers and fostering human connection.
- ✓ We will keep our promises to our customers and ensure we build trust with them, setting realistic expectations at the outset.
- ✓ We will take ownership of what our customers need, aiming to satisfy them first time, every time.
- ✓ We will work as one team to deliver a truly excellent customer experience.

WE ARE NOW AIMING FOR 4 STARS OR MORE ON ALL REVIEW SITES. WE ARE ALSO WORKING TOWARDS THE 'SERVICEMARK' ACCREDITATION FROM THE UK'S INSTITUTE OF CUSTOMER SERVICE.