

Charter 2

THE CUSTOMERS CHARTER

How we will work with you

- We will be prompt, courteous and professional.
- We will follow through on what we say we will do.
- We acknowledge your individual, cultural and special needs and will look for solutions to them.
- The person you are dealing with will give you their name.
- We will continually improve our service by collecting information about how we are doing and using it to raise our performance.

Reliable advice and information

- We will provide you with reliable and correct advice and information about your entitlements and obligations.
- We will assist you to get in touch with the right people for your needs.
- We will be well-trained and competent.
- We will keep looking for new and better ways to give you advice and information.

Confidentiality and privacy

We respect your privacy and treat all information about you as private and confidential. Information you provide will be kept secure and will be used or disclosed only as required by law.

Consistency and equity

- We will apply the law consistently so everyone gets their entitlements and pays the right amount.
- We will take your particular circumstances into account as far as the law allows us to.

Your right to question us

You can question the information, advice and service we give you. We will inform you about options available for resolving disagreements and we will work with you to reach an outcome quickly and simply.

For this Charter to work effectively, we rely on everyone to provide all the relevant information when dealing with us.

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We're committed to good service

Our charter outlines the standards of service you can expect when dealing with us. If you believe we haven't met a service standard, we'd like to know about it and have an opportunity to fix the problem for you.

If you have a complaint about the service you've received

At any stage, if you're not satisfied with the way your complaint has been dealt with

We have a Complaints Management Service that can take a fresh look at your complaint. Call us free on (Tel No provided) between 8 am and 5 pm weekdays.

If you'd prefer, you can put your complaint in writing. Including the following information will help us to fully investigate your complaint:

- your contact details
- your reference number
- a brief description of your complaint and any steps you've taken to try to resolve it, and
- copies of any documents you think are relevant.

Please send your complaint to:

(Address given)

We're committed to dealing with your complaint promptly, fairly and fully

If we can't resolve your complaint immediately, we'll keep you informed of progress and discuss with you how we propose to resolve it.

If we can't resolve it to your satisfaction, your complaint can be passed on to independent organisations to investigate.

You can call free on 0800 000 000 or write to (details provided).

If you disagree with how we're dealing with you personally

You may need to follow a formal disputes procedure. You can discuss this with one of our customer service representatives.