

Our Customer Charter

MAKE IT HAPPEN

- We are here to help
- Listen to you and understand your needs
- Aim to get it right first time
- Are friendly, fair and honest



We ask you to: Treat us as you would like to be treated

MAKE IT EASY

- We treat everyone as an individual
- Offer a variety of ways to access our services and help you to use them
- Explain decisions and outcomes clearly
- Handle your information with care and respect your privacy



We ask you to: Give us the correct information and tell us if things change

MAKE IT BETTER

- We make more information available online
- Use your feedback to develop our services
- Work together as one Council



We ask you to: Offer us your ideas for improvement

