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