

# Our Customer Charter

**We take customer service seriously and are committed to ensuring that you receive an excellent level of service.**

We commit to:

- Providing a prompt and efficient service.
- Actively seeking and responding to your feedback on how we can improve your experience.
- Delivering quality products and services on equitable terms.
- Creating a diverse community that respects everyone and the environment.
- Working with you to keep you safe and secure.
- Actively supporting the local community in which we live and work.
- Providing accurate and up to date information.
- Resolving customer complaints fairly and consistently and within publicised time scales.