

Our Customer Charter

MAKE IT HAPPEN

- We are here to help;
- Aim to get it right first time;
- Listen to you and understand your needs;
- 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

