

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 timescales