

Customer Charter

Principle 1: We will provide efficient and effective services for you.

Principle 2: We will listen to you and treat you in a polite, fair, inclusive and professional manner.

Principle 3: We will always try to solve your query/problem straight away, but if we can not do this we will regularly keep you informed of progress.

Principle 4: We will communicate with you in your preferred way wherever possible.

Principle 5: We will keep you up to date about Council-related information.

Principle 6: We will provide information about our performance and welcome your feedback at any time.