



VALLEYS TO COAST  
CYMOEDD I'R ARFORDIR

## Customer Charter

### Our aims

We are committed to customer service excellence and will meet the agreed standards set out in this Charter.

### Communication

#### We will:

1. Respond to your written or e-mail enquiry within 10 working days.
2. Respond to telephone voicemail messages within two working days.
3. When answering telephone calls clearly state our name and service area and open with a 'morning' or 'afternoon' greeting.
4. Deal with enquiries in a helpful and courteous manner.
5. Communicate in a clear way avoiding jargon and in the language of your choice.
6. Offer confidential interviews where a customer requests this.
7. Communicate with you regularly, for example, through our newsletter the 'Voice of Change'.

### Our staff and Contractors

#### Will:

1. Display ID cards when visiting customers.
2. Represent us in a positive, effective and professional manner.
3. Be punctual and, when unable to maintain an appointment, will inform the customer giving as much notice as possible.

### Our Services

#### We will:

1. Ensure easy access to all our services.
2. Regularly measure and monitor performance with tenant groups and publish the results.
3. Aim to accommodate customers with special needs.
4. Operate and publicise a complaints procedure.