

## Service standards

Whether you are a consumer or business, we are committed to providing you with a helpful, courteous and efficient service. Our standards set out the level of service you can expect from us.

### General enquiries

If you contact us by letter, fax or email we will reply as soon as possible, within our response we will try to answer the questions you ask or explain why we can't. We will aim to send you a full reply within 20 working days of receiving your letter, fax or email. If we can't meet this target, we will let you know why and when you can expect a full reply.

If you contact us by telephone we will aim to answer your call within 30 seconds and attempt to resolve your enquiry at first point of contact, if we can't resolve your enquiry immediately then we may transfer you to a colleague who may be able to help.

If we can't transfer you we will try to give you the name and telephone number of someone who can help you.

### In person

If you want to see us at our offices, you will need to make an appointment.

If you have an appointment with a named person, they will see you within 10 minutes of the appointment. If you have not made an appointment, someone will see you within 30 minutes of your arrival. If we can't meet these targets, we will give you a full explanation of any delay.

### Letting you know who we are

We will identify ourselves by name in all correspondence, on the telephone and in face-to-face contact with you. Where appropriate, we will also wear name badges or provide name plates at meetings we organise.