



PUTTING THE CUSTOMER FIRST

SERVICE PROMISE

As a customer of an organisation that has achieved the Customer First standard you can expect.....

- Your business needs to be clearly diagnosed and your business objectives understood prior to any service being delivered to you
- To be given access to the full range of services available to you – whether delivered directly by this organisation or by another more appropriate provider
- To be clear about what you can expect from any service we deliver to you and the timescales within which that service will be provided
- That we will continually review your needs and follow up after services have been delivered to you
- To have open access to our customer feedback and complaints procedure and that your feedback on services will be listened to and, where appropriate, will inform the development of future services
- Services to be clearly targeted, relevant and appropriate for your business
- Our people to be appropriately trained and developed to have the necessary skills to diagnose and meet your needs
- Our people to deliver a confidential, impartial and objective service operating in your best interests at all times