



Phone & Email

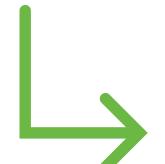
- We treat all enquiries with respect and fairness.
- We aim to resolve your enquiry at the first point of contact.
- We aim to reply to email enquiries within 3 working days.



In Person

- We provide a clean, safe and welcoming environment.
- All customers are treated with equal importance and respect.
- Staff direct customers to the correct service and provide contact details where needed.

Our expectations:



- Treat our staff with respect.
- Do not use abusive or unacceptable behaviour.
- Understand we may not always have the resources to respond immediately, but you will receive a reply.

Where we are



Our Customer Satisfaction rate sits at 85% exceeding our 75% target.

**100,000
CALLS**

**12,000
EMAILS**

**500
IN PERSON**

In the last 12 months, we have received **100,000 calls, 12,000 emails** and **500 in person** enquiries.