



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.



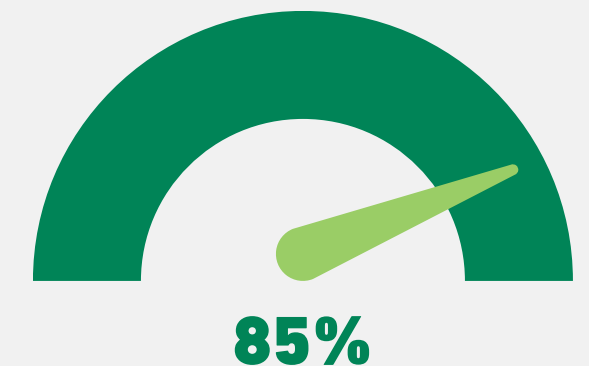
In Person

- 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.



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 **100,00 calls**, **12,000 emails** and **500 in person** enquiries.