

CUSTOMER SERVICE VALUES

We value courtesy, efficiency, fairness and honesty, and hope our customers do.

In delivering our services we will:

Put what our customers need and want at the heart of everything we do

Conduct transactions in a friendly and respectful manner

Keep you informed

Do what we say we're going to do

Deliver services to the standards set and within the agreed timeframes

Respond to your feedback and suggestions

Aim to get things consistently right, but if we make a mistake we will correct it and apologise.

**If you find our services do not match these values,
please let us know**

Library
@Brunel