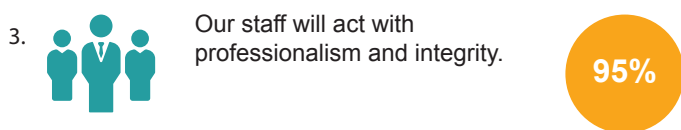
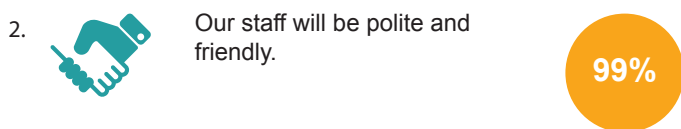
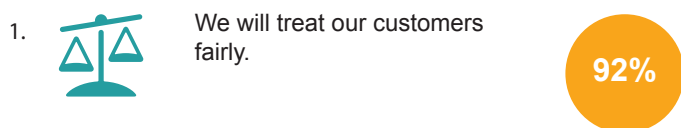


We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

To drive excellence in our Customer Service, all targets are 100% unless otherwise stated.

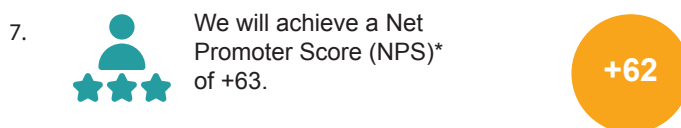
### Staff:

Based on results from latest customer satisfaction survey.

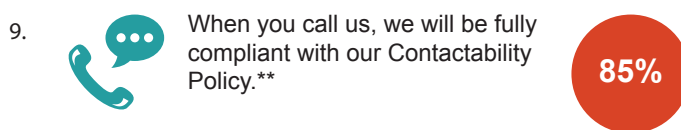
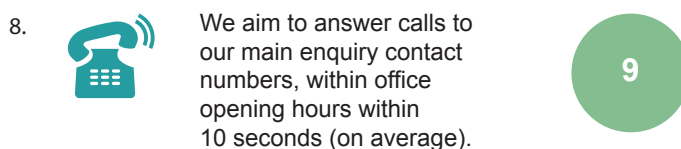


### Customer Service:

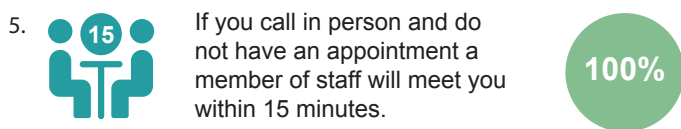
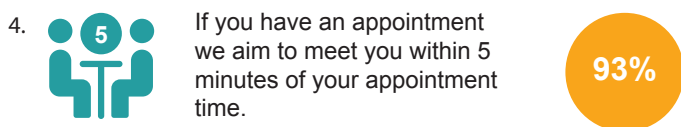
Based on results from latest customer satisfaction survey.



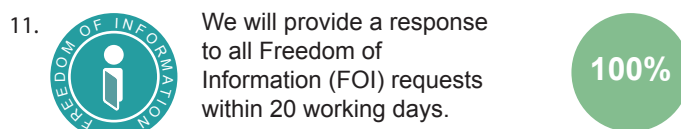
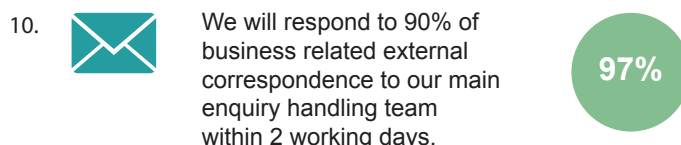
### By Telephone:



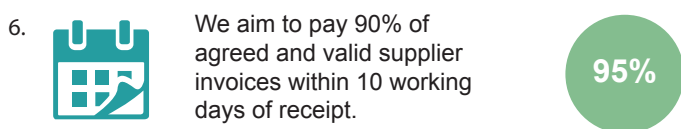
### Calling in Person:



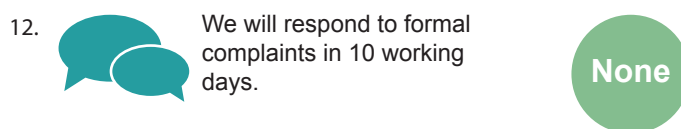
### In Writing or By Email:



### Invoice Payment:






### Feedback and Complaints:



\*The NPS is an industry standard tool to measure customer experience and is calculated on a range between -100 and +100

\*\*Your call will be answered by a member of staff or if it goes to voicemail, the voicemail will contain the staff members name, option to speak to another staff member or to leave a message and we will tell you when we will call you back.

**Key**  
 Green = Target Met  
 Amber = Within 10% of Target  
 Red = Target Not Met