

# Customer Charter

---

## Our Commitment to You

- To be polite, helpful and treat you with respect
- To welcome your feedback on service standards
- To be fair and understanding with all customers and stakeholders
- To develop the potential of all our employees to deliver consistently the very best products and services and to train our team to always perform at the highest level
- To listen carefully in order to understand and respond to your needs
- To treat all information received in the strictest of confidence
- To make sure that you are advised of relevant timescales
- To give you an explanation of our actions

## Our Service to You

- Deliver a service and facilities to a consistent quality standard which are externally accredited and customer focused
- Behave honestly, with openness and integrity.
- Providing helpful staff in a friendly, welcoming environment
- Monitor, review and develop our standard and service in consultation with you
- To price our facilities and services competitively
- Responding promptly to all issues brought to our attention
- Provide a range of venues, catering and support services for effective event delivery

## You can help us by:

- Provide feedback on a particular service, product or member of staff
- Make suggestions for further improvements
- Refrain from using abusive or aggressive language or behaviours when dealing with a member of staff
- Provide us with up to date information within the required timeframes
- Report any dissatisfaction with our services in a timely and appropriate manner so we can act on them and report back

## Thank You For:

- Visiting us regularly and cooperating with our staff

## Customer Complaints Procedure

- Any complaints that are received are taken very seriously. For more details of our complaints process, please visit our website.