

Our promise to you

You can trust that we will meet your expectations and that we will do what we say we are going to do. Whenever you speak to us, we will be helpful, reliable, knowledgeable and always ready to answer your questions.



What you can expect from us

- We will put the customer first
- We will treat everyone in a polite, professional and respectful manner
- We will listen, understand your needs and aim to get things right first time
- We will provide a range of accessible services
- We will listen to your feedback
- We will protect your information and data
- We will deliver a service you can rely on

What are we doing?

- We continue to explore and introduce automation, digital and self-serve opportunities
- We are developing web chat as an additional channel for customers
- We have replaced technology and systems to improve the customer journey
- We are making processes easier
- We are raising our skills and standards

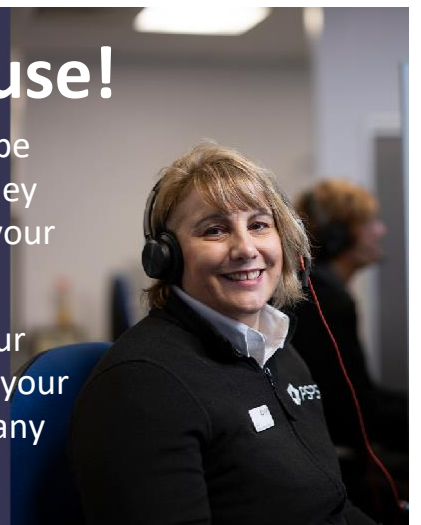
How you can help us achieve this

- Please treat our staff fairly and in a polite and respectful manner
- Please understand we will be trying our best to help you
- Please be patient as we ask for any security information to ensure we protect your information and data
- Please have all of your information to hand, including any account numbers
- Please take the time to feed back on how we are doing
- Take advantage of digital and self-service options

No excuse for abuse!

'Our staff always have the right to be treated with dignity and respect. They will be trying their best to resolve your enquiry.'

You will be warned if your behaviour towards them is unacceptable and your contact may be terminated should any unacceptable behaviour continue.'



We adopt a zero-tolerance approach to hostility and abuse against our employees.



How to contact us

Company enquiries



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public-sector-partnership-services



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