

OUR COMMITMENT TO OUR CUSTOMERS



Look for solutions and focus on 'how we can' not 'why we can't!'

Work collaboratively within our organisation and with customers

Regularly ask for customer feedback and act on it

Feel empowered to take action



WE LISTEN AND RESPOND

Be open and honest – 'good or bad news'

Help customers through processes and take ownership for resolving their requests

Provide clear timeframes for action – and accountability for meeting them



WE DO WHAT WE SAY WE WILL

Make it easy to contact the right person

Provide quick and easy access to information

Make things simpler and quicker for our customers



WE ARE EASY TO WORK WITH

Work with customers to design better ways of doing things

Understand our customer groups and their needs

Support our customers through changes in our business



WE KEEP CUSTOMERS INFORMED

Let our customers know what to expect and how things are tracking

Tailor communication to customers' needs