Human Resources Group
Customer Charter

The Human Resources group is committed to providing the highest standard of customer service, making our services easy to access and ensuring that our staff are professional and approachable at all times. In order to achieve this we make the following promises to you:

When you visit us we will ensure that:
- You are greeted politely on your arrival
- Our staff display their identity cards so that they can easily be identified
- All areas within Human Resources are clearly signposted, well maintained, clean and tidy
- Our opening hours are clearly displayed and a range of useful information is on display
- All areas are accessible by all customers including wheelchair users
- We will be polite, professional and courteous
- We will communicate to you in plain English ensuring terms that we use are clear and easy to understand

When you telephone us we will:
- Tell you our name
- Answer all telephone calls quickly and politely
- Communicate to you in plain English ensuring terms that we use are clear and easy to understand
- If we need to contact you again, we will arrange a suitable time with you

When you write to us we will:
- Reply in writing to your letter or email in a timely manner
- Communicate to you in plain English ensuring terms that we use are clear and easy to understand
- Be polite, professional and courteous

In all situations we will:
- Provide feedback on a regular basis to customers on service improvements that we have made