

# Our **customer first** commitment to you

These commitments set out what you can expect from us

## We will...

### Be customer focused

We will:

- Listen to you
- Consider your views when designing our services
- Be friendly, helpful and polite
- Treat you fairly and with respect
- Only collect information about you for the purpose of delivering our services
- Protect the information you give us

### Be clear

We will:

- Explain what services we provide and what to expect from them
- Explain things clearly and use plain language in our communication with you
- If there is something we cannot do for you, try to help you find someone who can

### Be accessible

We will:

- Provide different ways for you to get in touch with us

- Make our services available online where possible so you can use them at a time which suits you best
- Make sure you can speak to a member of our team if you prefer
- Make it easy for you to comment on our services

### Be reliable

We will:

- Try and resolve your enquiry the first time you contact us
- Tell you what will happen next, and by when
- Provide you with the correct information
- Apologise to you when we get things wrong and learn from our mistakes

### Be transparent

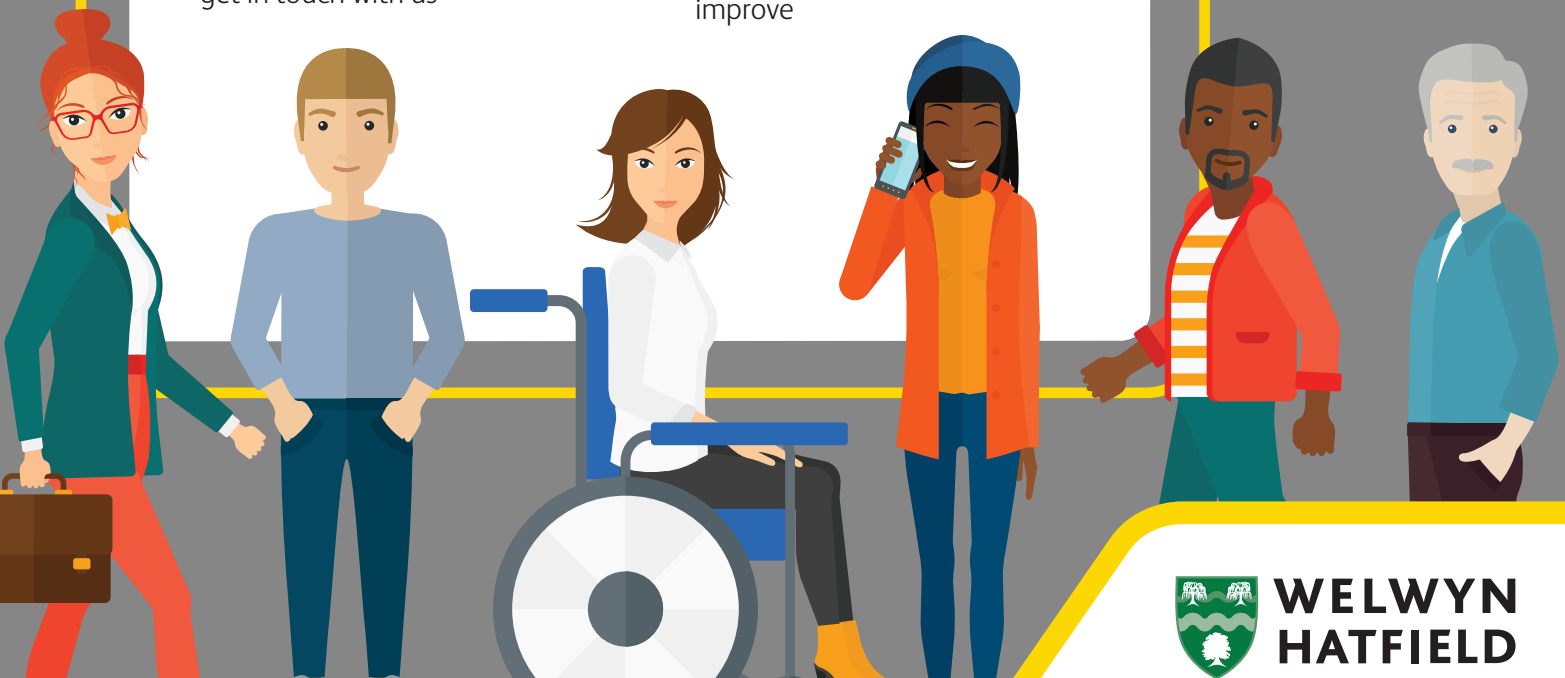
We will:

- Be honest and open about what we do
- Tell you how well we are performing
- Tell you what we are doing to improve

## Help us to help you

So that we can provide you with the services you want, in the way that you want them, we ask that you:

- Treat all our staff and contractors with respect
- Provide us with correct information
- Ask us to explain anything you are not sure about
- Tell us when something changes
- Be on time for any appointments



**WELWYN  
HATFIELD**