

Our customer service commitments

We will

When

Provide you with access to advice and assistance



24 hours a day, seven days a week through our Customer Service Centre

Identify ourselves, be polite, approachable and helpful



In all your contacts with us

Respond to your letters, faxes, emails and text messages



Within five working days

Respond in full to your phone enquiry (Where unable to deal with your enquiry at first contact)



Within one working day

Ensure you meet a member of staff who can assist you with your enquiry when you visit one of our offices



Within 15 minutes

Visit you at home if this is necessary



Within five working days of agreeing to visit

Use a private interview room



On request

Tell you how to request a review of any decision or make an appeal, and the relevant timescales



When advising you of any decision

