



Customer Charter

We aim to:

- provide prompt, courteous, knowledgeable and efficient service to all our customers
- offer enhanced services, information and advice to our members
- strike a balance between quality and value for money

We will:

- treat you as an individual and try to meet any specific needs
- communicate effectively
- listen and respond to feedback
- put things right quickly if we get something wrong

Our service standards:

- phone calls responded to within 2 working days
- e-mails answered within a reasonable timescale
- goods despatched within 5 working days (subject to availability)
- letters answered within 10 working days of receipt
- certificates issued within 15 working days of receipt of full documentation