



## **EXTERNAL CUSTOMER STANDARDS**

### **WE WILL:**

- Be respectful, courteous and polite to all.
- Be approachable, open and honest to all.
- Be responsible for our behaviour and accountable for our work.
- Complete agreed actions to agreed timescales or explain why that is not possible.
- Be kind to others and ourselves.
- Treat others as we would like to be treated.
- Keep information confidential, safe and secure.
- Keep you informed.
- Let your voice be heard by listening to your comments and complaints then take necessary action.
- Value your feedback to help improve our services.
- Always identify ourselves by names.
- Keep our information up to date.
- Look to constantly improve the services we provide.
- Put your needs at the centre of our approach.
- Use a flexible approach where applicable.
- Look for opportunities to work collaboratively
- Be responsive to our customers' needs and the customer journey