

# 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 across the Human Resources Group are clearly signposted, well maintained, clean and tidy.
- Our opening hours are clearly displayed.
- All our areas are accessible for everyone.
- We will be polite, professional, courteous and treat you with fairness and respect.
- We will communicate to you using straightforward language to ensure clarity and ease of understanding.

### When you telephone or video call us, we will:

- Tell you our name and role.
- Answer all telephone calls and video calls quickly and politely.
- Communicate to you using straightforward language to ensure clarity and ease of understanding.
- Help with your enquiry there and then or direct you to someone that can help or ask the relevant team member to call you back.
- 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 using straightforward language to ensure clarity and ease of understanding.
- 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.

### How you can help us:

- Treat our staff courteously and with respect so we can deliver the best service to you.
- Tell us how we can improve our services to you including our website information.