

CUSTOMER SERVICE STANDARDS

- We will use plain English and be upfront and honest about what you can expect from us and when
- We will provide a wide choice of ways to contact us:

24/7 online

Where you can pay, book, apply, report and give feedback

By phone

We aim to answer your calls to our switchboard number within 5 minutes, and try to sort things out for you there and then

By email or letter

If you write to us, we aim to reply within 5 working days with an acknowledgement, a named contact and a deadline for resolving your issue

- We will provide support if you are a vulnerable person or cannot access the internet
- We will keep you informed throughout your contact with us