

We will:

- Treat everyone politely, fairly and with respect
- Provide services that are available and accessible to everyone
- Ensure that services are provided in an environment that is pleasant, well maintained and safe
- Employ trained and qualified people and continually develop them to improve the service provided
- Operate efficiently and effectively, providing value for money.
- Actively seek your views about our service
- Explain clearly what we can and cannot do
- Provide clear and current information about our services
- Answer enquiries promptly and efficiently
- Provide means for you to question our service and guarantee a prompt and comprehensive response

We would like you to:

- Respect our facilities, employees and all other customers
- Use our services within the conditions and rules that we apply
- Let us know what you think about our services and suggest ways in which you think we could improve
- Help us achieve our objectives by telling others about our services
- Enjoy your visit and come back soon