

## Five Lamps Economic Development (Enterprise Service) Customer Charter

### Our Service

In order to support you in the development of your business we will:

- Provide a named day-to-day contact.
- Dedicate time to clearly understand your needs and help you clarify your priorities.
- Challenge your thinking to help you develop a plan that is right for you.
- Offer a range of services to suit your needs.
- Provide impartial information, advice and guidance and coordinate a range of support from other organisations.
- Treat conversations as confidential.
- Provide information on access to finance to support your plans.

### Getting in Touch

When you contact Five Lamp's Economic Development Division you can expect us to:

- Be genuinely interested in helping you to achieve your goals and dreams.
- Treat any conversation as confidential.
- Strive to meet your expectations.
- Get back to you when we say we will.

### Our Promise

We want you to regularly use Five Lamps as your first point of contact, so our promise to you is to be:

- Non-Judgemental
- Flexible
- Accessible
- Professional
- Approachable
- Respectful
- Honest and Transparent

### We Will

- Contact you using a method you prefer.
- Get back to you within 48 hours of your enquiry (Monday to Friday).**
- We will offer free advice.
- Apologise if we make a mistake and ensure we will strive to put things right.
- Ask for your feedback and include your feedback in our forward service planning.

### How you can help

Take time to explain your requirements.

Provide us with correct information when we ask.

Let us know if you have any special requirements so we can provide you with a high quality service.

Consider any suggestions and advice with an open mind.

Stick to your appointment time or let us know as soon as possible if you wish to cancel or postpone your appointment.

Carry out the research and actions needed to give you the best chance of sustained self-employment.

Take advantage of any training opportunities that the Five Lamps can offer.

We welcome your feedback on the service and use it to continuously improve what we do. If you would like to comment on any aspects of our service please ask a member of staff from the Economic Development Division for a copy of the relevant customer feedback survey.