

## **Conduit Customer Charter**

### **Our Service**

In order to support you in your customer journey with you we will:

Provide a named day-to-day contact.

Offer a service to suit your needs.

Provide impartial information, advice and guidance and coordinate a range of support from partner organisations.

Provide information on access to possible options to support your future plans.

### **Getting in Touch**

When you contact Conduit you can expect us to:

Be genuinely interested in helping you to achieve your needs.

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 Conduit as your first point of contact, so our promise to you is to be:

Non-Judgemental

Customer - centred and impartial

Knowledgeable

Available

Flexible

Accessible

Professional

Approachable

Respectful

Honest and Transparent

### **We Will**

We will offer you 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.

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 for a copy of the relevant customer feedback survey.