

Our aims

We aim to:

- Deal with complaints and disputes:
 - in accordance with our powers
 - in a manner and timescale that is proportionate to the issues
 - by communicating clearly
 - with the “right” outcome – consistent with the law where that is required
- Ensure that those who need to use our services can do so, by:
 - being accessible to all
 - communicating effectively what we do and how we do it
- Provide information and assistance designed:
 - to encourage early resolution of complaints - before coming to us where possible
 - to assist and promote good administration generally.

Our principles

Service

- We are impartial
- We value quality
- We treat people professionally and with courtesy
- We act with openness and transparency
- We comply with our legal and regulatory responsibilities

Our people

- We treat each other with respect and fairness
- We help people to develop their potential
- We recognise the contribution that all our people make to the service we provide
- We work as a team to achieve our corporate and personal objectives

External relationships

- We recognise, respect and value the trust vested in us
- We listen to our stakeholders and use their feedback
- We take practical steps to reduce our negative impact on the environment

