

# Our Customer Charter

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## Our promise to you

We want to provide excellent customer service to everyone in Birmingham. This means putting you first – all the time, every time.

This Customer Charter will let you know what you can expect from us when receiving our services, and what we expect from you.



### Treating you fairly

#### **We will:**

- be helpful and respectful to everyone
- be understanding of your situation
- act openly and honestly
- keep our promises
- deal with your requests and complaints quickly



### Keeping you informed

#### **We will:**

- give you clear information about the right people to help you
- talk to you in plain language, without jargon
- keep all the information on our website up-to-date
- update you with any progress on requests and complaints



## Getting it right

### We will:

- keep your personal information safe
- say sorry if we make a mistake and act to put it right
- make it easy for you to tell us if we get something wrong
- use your feedback to improve our services



## Making access easier

### We will:

- develop services with your help, that meet your needs
- make our website accessible to everyone
- increase our online services for you to use at a time that suits you
- be clear about the different ways you can contact us



## What we'd like from you

### We'd like you to:

- treat our staff with respect
- give us honest, constructive feedback
- get involved in your local community
- use our website and your BRUM account to get the services and information you need