

# Customer Service Charter

## Our Promise

### We will:

- Provide a welcoming, safe environment for the whole community
- Be friendly, open, honest, helpful and professional
- Treat everyone fairly and to the same high standard while respecting people's differences
- Communicate clearly and avoid jargon
- Communicate with customers when we say we will
- Signpost customer enquiries to specialist staff for help and guidance when necessary
- Support and train our staff
- Regularly review our services to ensure they reflect the needs of our customers
- Resolve your enquiry at first point of contact and if this is not possible explain what will happen next and how long it should take
- Listen to your complaints, comments or compliments and aim to put things right when they go wrong
- Support you to use services independently

## How we can work together

### When you visit or contact us, we ask that you:

- Respect our staff and volunteers
- Respect the right for all members of the community to share the facilities and help maintain a welcoming and safe environment for everybody
- Return books as quickly as convenient so that other people may borrow them
- Provide us with information that you think would help us to help you
- Use our public computers and wifi appropriately and abide by the user agreement
- Inform us of any changes in your circumstances that may affect the service we provide to you

