



Our Service Promise to You

As a valued customer of Customer First UK you can be confident that you will...

...be dealt with promptly.

We will respond to your enquiry within forty eight hours or within the deadline agreed with you.

...receive a service that is confidential, impartial and objective.

We will treat your enquiry in confidence and only disclose your details with your permission. We will act in your best interests at all times and identify services that meet your needs and refer you to our Customer First Network Partners where appropriate.

...receive a service that is based on the most accurate and relevant information.

We will ensure a consistently high quality of service through our quality assurance systems and processes

...always know in advance if there will be a charge for the service you require.

We will make it clear if there will be a charge so that you can make an informed decision.

...be encouraged to feedback your views on the service you have received to help us evaluate our services and improve the quality of our services. As part of this you will have access to our customer complaints and appeals procedure.

We will use any feedback you give us to continually improve the quality of our services to better meet the needs of our customers.

For more information on Customer First UK's values and service standards please visit the website www.customerfirst.org