

Our Customer Charter



Getting it right

We will:

- act professionally and aim to get it right first time
- give clear, consistent accurate information and advice
- explain calculation of your payments clearly
- explain our decisions clearly so you can understand our decision making
- follow our processes correctly
- say sorry and put it right if we make a mistake
- use your feedback to improve how we do things



Keeping you informed

We will:

- keep you updated on progress
- tell you what we are going to do and when we will do it
- clearly explain what information and documentation we need from you and why
- give you all the facts and provide an answer to any questions you may have

Your Responsibilities

In return we need you to:

- provide us with correct information or documentation that we ask for within the timescales we have set
- tell us immediately when your circumstances change
- treat our staff with courtesy and respect
- ask us to explain anything you are not sure of
- be on time for any appointments

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Right Treatment

We will:

- be helpful, polite and knowledgeable
- understand your particular circumstances
- treat you fairly and with respect
- listen to you, be open and honest
- protect your personal information



Easy Access

We will:

- provide clear information on our services on nidirect.gov.uk
- ensure our written forms are easy to complete
- explain clearly how to contact us
- use plain language
- make it quick and easy to deal with us however you choose to contact us



Department for

Communities

www.communities-ni.gov.uk

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