

Customer Charter

Our commitment is always to:

1. Provide a personalised, dedicated, friendly and reliable service to the customer.
2. Be considerate and respectful of each other's opinions.
3. Give our staff the knowledge, training and encouragement they need to provide a high quality service.
4. Maintain high levels of conduct, professionalism and confidentiality at all times.
5. Provide clear, accurate and comprehensive information to agreed timescales.
6. Be responsive and prompt when dealing with enquiries, in a polite and courteous manner.
7. Seek continual improvement in Customer Service standards through effective consultation, monitoring and evaluation.
8. Seek customers views on the services we are providing.



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Shared Services
Partnership