

## CUSTOMER CHARTER

At the North Staffordshire Chamber of Commerce and Industry we are committed to providing you, our clients and members, with the highest standards of service whether you access services via the website or are in direct contact with our staff. This Charter is designed to outline what you can and should expect from us.

- Whatever your involvement with the Chamber, you will be made to feel welcome and valued and be treated with courtesy and respect.
- Every member of our staff will take responsibility to ensure that your experience when contacting us is a positive one.
- Our desire is to provide you with a comprehensive, tailor-made service to match your business needs.
- You will receive clear and accurate information with respect to the timing and delivery of our services.
- We will communicate any difficulties in providing our services to you in a timely and professional manner.
- We welcome customer feedback, good or bad, as an opportunity to improve and if we fall short of your expectations we will do whatever it takes to put things right.
- All complaints will follow our published complaints handling procedure viewable on our website [www.nsccl.co.uk](http://www.nsccl.co.uk) or available from reception.

We aim to ensure that:

- you will be dealt with by a named contact at all times;
- you will be made aware of how the Chamber's services can meet your needs;
- in those cases where we cannot meet your needs, we will help you to find alternative assistance;
- all information is treated in the strictest of commercial confidence;
- you will be made aware in advance of any fees associated with our services and of any help that may be available to offset costs.

If you have any comments or questions about our services please contact us on 01782 202222 or email [info@nsccl.co.uk](mailto:info@nsccl.co.uk)

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