

Our customer charter

You told us what is important to you:



Right treatment

You can trust us to:

- Do what we say we will do
- Be helpful, polite, and treat you fairly and with respect
- Try to understand your circumstances
- Follow processes correctly
- Tell you what to do next if you're not satisfied with how you've been treated
- Protect your personal information (our 'Information charter' tells you more)
- Investigate all reports of fraud, to protect public money



Getting it right

We will:

- Provide you with the correct decision, information or payment
- Explain things clearly if the outcome is not what you'd hoped for
- 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:

- Deal with your request the first time you contact us, or as soon as we can
- Tell you what will happen next, and by when
- Keep you updated of progress



Easy access

We will:

- Make more of our services available online, to use at a time that suits you
- Publish information about benefits and services online at GOV.UK
- Explain clearly how to contact us in other ways

In return, we need you to:

- Give us the correct information at the right time
- Tell us when something changes
- Be on time for any appointments
- Treat our staff with respect