



Marine
Management
Organisation

CUSTOMER CHARTER

Our Customer Charter outlines expectations to ensure everyone benefits from our services.

What you can expect from us

- A service that is helpful, honest, and professional.
- High-quality, transparent, and timely services, keeping you informed every step of the way.
- Information on what you can do if you disagree with any of our decisions so that you know how to challenge them fairly and effectively.

Our promise

- We will explain our activities and decisions using clear and accessible language.
- We will listen, and use your feedback to drive service improvements
- You'll always know how to contact us and what to expect – because clear communication is at the heart of what we do.

What we expect of our customers

- That you treat our staff with courtesy and respect
- Work with us to create a positive environment for all
- Engage with us and share feedback on our services
- Understand that while we strive to accommodate all requests, we must balance this with fairness and efficiency.

Our staff will always do their best to help customers and we support their right to end an offensive call or to ask a customer to leave our premises in threatening situations.



You can find out more about our Customer Charter and how to get in touch with our team here.

