

*Serving the Communities  
of Burnley & Pendle*

## Our Commitment

Our staff and volunteers will focus on providing excellent member services.

## What you can expect from

We aim to deliver a consistent and high standard of service and will:

- ◆ Treat you politely and with respect, listening to you and making sure you feel comfortable dealing with us.
- ◆ Treat you as an individual.
- ◆ Give you the information you need about our services in ways that are simple and easy to understand.
- ◆ Deal with you as quickly as we can.
- ◆ Use your feedback to improve our services.
- ◆ Take any complaint seriously - our leaflets, website or staff can tell you how to complain.

## What we expect from you

We ask that you will:

- ◆ Treat our staff, volunteers and other members politely and with respect
- ◆ Treat our premises with consideration
- ◆ Be patient, we will do all we can to keep waiting times to a minimum.
- ◆ Not use aggressive behaviour or inappropriate language as this will not be tolerated
- ◆ Tell us if your personal circumstances change
- ◆ Be open and honest and provide us with the information we need to help you.