

Customer Care Policy – Events Department

We promise to:

- Act in a professional manner and be polite at all times
- Deal with your enquiry promptly or explain the reason for any delay
- Keep our promises
- Be open and honest and explain our decisions
- Apologise when we make a mistake and put things right
- Treat you with respect
- Process your requests within agreed timescales

We aim to:

- Answer the phone within 4 rings
- Return your call within 1 working day if you have left a message
- Reply to letters and faxes within 5 working days. More complicated issues will receive an acknowledgement within the response time and updates on progress until a resolution can be achieved
- Acknowledge emails within 2 days and respond fully within 5 working days. More complicated issues will receive an acknowledgement within the response time and updates on progress until a resolution can be achieved
- Resolve your query at the first point of contact where possible
- Communicate in plain language
- Give up-to-date, accurate and timely information

We would like you to:

- Give us the information we need to help you
- Treat us with respect and be polite at all times
- Help us to improve by giving us your views and suggestions