

We can help provide a pleasant environment  
by respecting each other and by being  
considerate and patient



## Customer Service Charter

### Our promise to you:

- Always treat you fairly and with respect
- Always offer you a friendly and polite service
- Try to see you promptly when you visit our offices
- Answer letters and telephone calls promptly
- Listen and be sensitive to your needs
- Do our best to help you and let you know how quickly we can act
- Provide easy to understand information
- Respect your confidentiality
- Consult our customers and be prepared to change our policies and practices whenever possible

### What we ask in return:

- Treat us with respect
- Be considerate and polite to other customers
- Be on time for appointments
- Supply us with more information if we ask you to

**LANCASTER**  
**CITY COUNCIL**

*Promoting City, Coast & Countryside*

This information can be made available in large print, braille, audio and in other languages.  
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