

## Our Customer Commitment:

- We will be approachable, knowledgeable and helpful.
- We will provide information about the Children's Hearings System which is easily accessible, accurate and easy to understand.
- We will ensure we send any correspondence to you on time, and we will keep your information safe and secure.
- We will ensure we answer you promptly if you contact us.
- We will keep you informed of the reason for any delay and keep delays to a minimum.
- We will listen to, and respond promptly to your comments and complaints.
- We will ensure that our Hearing centres are clean, safe and comfortable.



## What we ask of you:

- To attend Hearings and meetings on time.
- To keep us informed of any change of address or contact details.
- To treat our staff and property with dignity and respect.
- To let us know when there are things that could be improved.
- To safely dispose of information we send you if it is no longer required.

## Our pledge:

We will work hard to do the right thing for children and young people involved in the Children's Hearings System by listening to children, young people and their families and working with our partners.

