



Customer charter

What you should expect from us:

- A timely, respectful and professional response
 - If we can, we will help you at the time of your enquiry
 - If we need to look into more, we will take ownership and follow up
 - If we cannot help, we will do our best to point you in the right direction

- Clear, honest and tailored guidance and support
 - We are approachable, friendly and want to understand your needs
 - We will provide expert support and promote relevant products and services
 - We will give a truthful answer, explaining why if the outcome differs from what you expected

- Products and services you can trust
 - Our resources reflect the latest needs within the sector
 - They help employers and individuals provide better care
 - We welcome feedback, using it to strengthen our service

What we want you to do:

- With social care continuing to change, we regularly introduce new products and services to help. Please ensure that you are kept informed by [signing up](#) to our free fortnightly e-newsletter

