

# Customer Service Charter

We are committed to providing excellent services, resources and facilities. This charter is a pledge to all of our clients.

## Our vision

We aim to deliver a premium payroll service which pays your employees on time, every time whilst ensuring that your organisation is fully compliant with all legislative requirements.

We do this through the values that underpin our activities:

### Customer focus

*We are committed to providing an excellent customer service experience.*

### Respect

*We treat our users fairly and with courtesy, ensuring equality of opportunity for all.*

### Honesty

*We act with integrity and communicate openly and effectively.*

### Inspiration

*We are innovative and aim for continuous improvement in all we do.*

## Our commitment to you

- We will support your organisation by providing a timely and accurate payroll, pension and expenses service
- We will monitor our performance against our range of key performance indicators
- We will use your feedback and ideas to develop and review our services
- We will communicate with you in a clear, timely and accurate manner
- We will respond appropriately to all complaints

## Your commitment to us

- You should expect the best - let us know when we don't reach the standards we have promised
- You should tell us what you think - we welcome your comments and feedback
- You should be respectful and considerate

## Are we keeping our commitments to you?

If you think we have not delivered on any of the above, please contact us and let us know.