

Customer Service Charter

To provide professional and unrivaled customer service

We will always:

- Provide reliable and accurate information
- Refer to relevant policy and procedure to handle disputes
- Respond to requests on the same working day or within 24 hours
- Provide exceptional training and assessment services

We will achieve the outcomes above by adhering to the following:

- High level of all written documentation sent/emailed/faxed
- Dressing appropriately and maintaining hygiene standards. Behaving appropriately while in uniform, CTS vehicles or representing the organisation
- Use positive language and attitude in all we do. Words such as: certainly; absolutely and how can I help?
- Maintain a tidy and orderly work environment
- Maintain confidentiality and composure at all times
- Respect and support colleagues
- Strive for continuous improvement in all we do