

# We're putting **YOU FIRST**

## **We will:**

- Respond promptly when you contact us
- Resolve issues as quickly as possible
- Be polite, helpful and professional at all times
- Treat everyone with equity and fairness
- Communicate clearly, avoiding jargon
- Maintain confidentiality, ensuring only those who need to see your information do so
- Take responsibility and rectify any mistakes we make
- Use your views to help us improve the way we do things



**Our new customer charter**

[www.shetland.gov.uk](http://www.shetland.gov.uk)

**Shetland Islands Council**