



**Armagh City
Banbridge
& Craigavon**
Borough Council

Customer Charter

Our Promise to you

**Serve Passionately, Engage Positively,
Deliver Consistently, Because we care!**

This Charter reflects our corporate values and details our commitment to putting customer needs at the heart of our service delivery.

We will endeavour to:

- Be enthusiastic and committed to customers
- Be welcoming, friendly, helpful, respectful and inclusive
- Create a positive impression
- Always follow through on commitments
- Build confidence, trust and collaborate with others when appropriate
- Be responsive, results focussed, reliable and fair
- Empathise and respond to the feelings and needs of others

To help us deliver on our promise, we kindly ask you to:

- Provide us with as much information as you can so we can respond in a timely manner
- Tell us immediately if you need more support or information
- Be polite and respectful
- Tell us how we can improve