

Harro Commercial Services

Harro Council provides a range of Commercial Services aimed at delivering trusted and competitive services. These services are available to all interested parties including Harro's residents, businesses and schools

We are committed to putting the needs of the customer first and will seek to continually improve our services.

This Customer Service Charter sets out our core commitments that each and every customer can expect when using Harro Commercial Services.

Customer Service Charter: our commitments to you;

Responsive

- We will respond promptly to your enquiries
- We aim to respond to phone enquiries emails and any complaints within 24 hours
- We will provide accurate, up to date information, when you need it, using the medium best suited to you.

Quality focused

- We will tailor solutions to your needs and will offer competitive pricing without compromising service quality
- We will be solution focused helping you find answers to meet all your business and personal needs
- You will get the same excellent service standards whether we provide the service directly or you receive services from a third party on our behalf

Innovating

- We will continually strive to improve our services and we will constantly think about ways to improve everything we do
- We will use and develop technology to improve customer access to our staff and services and in how we monitor service performance and standards
- We will welcome your feedback, listen to any concerns and act swiftly to resolve complaints to drive improvements

Transparent

- We will be open and transparent with you about our processes, prices, service targets and payment timeframes
- Our dealings with you will be conducted with integrity, honesty and communicated clearly without jargon
- We will provide consistent and clear information across our communication channels

Professional

- Our staff will be polite and treat all customers with dignity and respect
- Every customer will be valued by us and treated equally
- Information you give us will be treated with sensitivity and will remain confidential