



Our commitment to you

Visit: cheshirewestandchester.gov.uk

Welcome



- We are here to help and want you to feel welcome
- We will provide a variety of ways in which to contact us
- We will treat you kindly, with respect and listen to you
- We will treat you as an individual
- We will explain clearly outcomes and decisions

Working together



- We will work with you to put things right
- We will be open and honest about what we can do and how long things might take
- If we can't do something, we will explain why
- We will learn from your and our experiences to make things better

Making things easier



- We will support you to access our services in different ways
- We will manage your information with care and respect your privacy
- We will listen to your feedback to develop and improve our information and services

What we ask of you



- Treat us with respect
- Give us the correct information and let us know if things change
- Share your feedback so we can develop and improve our information and services