

Client Charter



dish
benefits you

We are committed to providing all our clients with an exceptional level of service. We endeavour to improve our service constantly and to respond to our clients' changing demands.

We will not disclose certain information without consent and respect your right to confidentiality. Clients can request their data via a subject access request.

Equality, diversity and inclusion are at the core of who we are. Our commitment to these values is unwavering. We are committed to building a team with a variety of backgrounds, skills, and views.

Listening

- ✓ We are committed to listening, understanding, and helping you achieve your goals.
- ✓ We will ask you what you think about our service.

Communication

- ✓ We will avoid jargon and use Plain English explaining any necessary legal terms.
- ✓ We will communicate with you in the way you prefer.
- ✓ We will tell you how long we expect things to take.
- ✓ If you contact us, we will respond or acknowledge receipt of your communication promptly; wherever possible within one working day.
- ✓ If the issue is more time sensitive or you tell us, you need a response in a particular timeframe we will endeavour to meet your requirements.

Looking after you

- ✓ All our clients are valued and important.
- ✓ We are committed to providing excellent service that takes your needs into account.
- ✓ We will be friendly, approachable, and professional.

To provide you with excellent service, we need you to:

- ✓ Respond as soon as possible to any requests for information.
- ✓ Treat our staff with respect, we will not tolerate rudeness or aggressive behaviour.
- ✓ Let us know straight away if anything changes.
- ✓ If you cannot make your appointment, please let us know and we can offer your appointment to someone else.
- ✓ Work cooperatively with us.
- ✓ Appreciate that we don't have access to information about you or about your case once it is with the Department for Work and Pensions.
- ✓ Let us know if we are not providing you with the service, you expected.

If things go wrong

If things go wrong or you are less than happy with our service, please tell us immediately - we welcome your feedback as it helps us provide a better service. If we are unable to resolve the issue, we will advise you of next steps.