

Customer Charter

Our Employees

- Are welcoming, helpful and customer focused at all times
- Are recognisable by virtue of uniform and name badge
- Engage and listen to customer comments and suggestions
- Respect confidentiality of all our staff, customers and other stakeholders
- Investigate and respond to complaints effectively and in a timely manner
- Are empowered to make excellent customer service decisions.

Our Offer

- Provide facilities that are accessible to all, clean, safe and well maintained
- Work with partners to develop delivery models that utilise our estate
- Aim to exceed customer expectations through programming and service delivery
- Ensure our information provided at site is accessible, accurate and easy to understand.

Our Processes

- Notify our customers as soon as possible of any changes to our programmes or services offered
- Communicate effectively with our customers via the effective use of a range of communication channels
- Provide a telephony solution that aims to answer your call promptly and resolves your enquiry at the first attempt
- Where feasible, apply pricing tools that encourages participation and supports our customers in improving their health and wellbeing.

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