

Tynecastle F C – Our Customer Charter

(Reviewed 26 July 2023)

Provide the right treatment

You can trust us to:

- do what we say we will do
- be helpful, polite, and treat you fairly and with respect
- try to understand your circumstances
- follow processes correctly
- tell you what to do next if you're not satisfied with how you've been treated
- protect your personal information
- Investigate all reports of fraud, to protect public money

Getting it right

We will:

- provide you with the correct decision, information or payment
- explain things clearly if the outcome is not what you'd hoped for
- say sorry and put it right if we make a mistake
- use your feedback to improve how we do things

Keeping you informed

We will:

- deal with your request the first time you contact us, or as soon as we can
- tell you what will happen next, and by when
- keep you updated of progress

Easy access

We will:

- make more of our information and services available online, to use at a time that suits you

- publish information about benefits and services online
- explain clearly how to contact us in other ways

In return, we need you to:

- give us the correct information at the right time
- tell us when something changes
- treat all of our staff with respect