



RiDO Business Development Team

Customer Charter

We are committed to providing an excellent service to all our customers.

We aim to:

- Handle your enquiry quickly and effectively by responding to you within 3 working days
- Understand your needs, and where necessary, refer you to the most appropriate provider.
- Maintain an effective relationship with you for as long as you require us to.
- Be polite, positive and fair in all our dealings with you.
- Carry out regular feedback surveys to ascertain how effective our services are, and how we can further improve them.
- Deal promptly and effectively with any complaints by responding initially within one working day.
- Encourage colleagues and partner organisations to provide excellent levels of customer service