

Our promise to you

When we work with you we will:

- be honest and professional
- be helpful and polite
- be fair, open and reasonable
- respond promptly
- do the things we say we will do
- provide you with accurate information
- tell you about your rights and responsibilities
- treat your personal information carefully
- inform you about decisions that affect you
- give you the chance to have your say
- be open to your feedback and any complaint
- communicate clearly in the way that works best for you



Equity for deaf people