

## **Customer Involvement Service Promises**

**Developed and agreed in partnership with our customers**

### **We will:**

- Have a clear purpose for meetings
- Send out notices, agendas and any documents in good time, preferably five days before the meeting
- Publicise meetings effectively in various ways, including written invitations, posters, newsletters, the website, local press and over the phone
- Provide reasonable travel, childcare and carer costs for people who go to meetings and training events
- Provide refreshments if necessary
- Make any special arrangements, including childcare facilities, a hearing loop system
- Hold meetings at times and venues suitable for customers
- Make sure meetings are run fairly so that everyone gets a chance to have their say

**These service promises can be produced in key community languages,  
large print, Braille, or on audio tape.**

**Please contact the Customer Service Helpline on 01642 528100.**

**These service promises work in conjunction with our Corporate promises.**