

NORTH LONDON BUSINESS

CUSTOMER CHARTER

As a client of North London Business you will...

...be dealt with promptly.

We will respond to your enquiry within forty eight hours or within the deadline agreed with you.

...receive a service that is confidential, impartial and objective.

We will treat your enquiry in confidence and only disclose your details with your permission. We will act independently and objectively in the delivery of Inward Investment Business Advice services.

...receive a service that is based on the most accurate and relevant information.

We will ensure a consistently high quality of service through our quality assurance systems and processes.

...only have to make one call to receive the full range of North London Business Services.

We will do the ringing round for you if the information or service you require is held by another organisation.

...be encouraged to feedback your views on the service you have received to help us evaluate our services and improve the quality of our services. As part of this you will have access to our customer complaints and appeals procedure.

We will use any feedback you give us to continually improve the quality of our services to better meet the needs of our customers.

For more information on North London Business's standards and code of conduct – please contact North London Business on 020 88825 9200