

DUNDEE CITY COUNCIL

CUSTOMER CHARTER

OUR PROMISE

TO YOU



WE WILL:-

- be **open and honest** and explain our decisions
- **deal with your enquiry promptly** and explain reasons for any delay
- **provide choices** around how you access our services
- **give you the information you need** about our services
- **listen** to what you have to say
- **treat you with respect** and courtesy
- aim to **get things right first time**
- **apologise to you** when we get things wrong and then put things right



This information is made available in large print or in an alternative format that meets your needs.	
Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے براے مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
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