



ACORN CHARTER

To make sure you receive the quality of service you deserve, this is our Customer Service Charter.

- We aim to get the service and product right first time, every time in all cases.
- We are transparent in all our relationships and act with honesty and integrity in all dealings. If things go wrong, we communicate and put them right
- We strive to create a welcoming atmosphere throughout the business. We value the personal touch, which we encourage you to experience.
- We work in a spirit of teamwork throughout the business where everyone can give their best and we encourage all our staff to take pride in their work and strive for excellence.
- All our customers are assigned a dedicated Customer Service Executive, who is there to ensure all your needs are taken care of. We are there to add value to your product.
- We endeavour to help our customers succeed and work in a spirit of partnership, by driving efficiencies in pursuit of continual improvement.
- It is our intention to provide accurate and up-to-date information on all the services and products we provide.
- We are constantly seeking to improve and are passionate about the service we can offer. Compliments and criticisms are equally welcome. Tell us how we can improve our service, by telling us what is important to you.

This is our commitment to you, to enable us to offer a level of service not yet experienced in the industry.

Darren Mountain (Client Services Manager)

Mark Walkington (General Manager)