

New Red Planet: Service Charter

At New Red Planet, we are fully aware that customers are important and everyone in the organisation has a role to play in delivering good Customer Service. We listen carefully in order to meet the needs of our customers and ensure our customer service is of the standards both NRP and its customers expect.

Our Service Charter supports our goals and illustrates the standard of service we are striving to deliver to our customers.

At New Red Planet, our aim is to always:

- get it right first time
- make promises we can keep and keep them
- proactively keep the customer informed
- take ownership and find solutions to meet a customer's needs
- act upon feedback to improve the quality of the customer service we provide
- take every opportunity to make sure customer information is accurate and up to date
- not be afraid to challenge the status quo and ensure customers feel comfortable challenging the status quo.