

10 rules we follow when dealing with complaints

1

We show that we care about fixing problems and getting **feedback**.

6

We keep personal information private.

2

We make sure everyone knows how to complain.

7

We try our best to give people **options** to help with their complaint.

3

We make the steps to complain easy to understand and use.

8

We let people know what they can do if they don't like our response.

4

We quickly say we got the complaint and keep the person who made the complaint updated on what we are doing about it.

9

We know who's responsible for dealing with complaints and what we did when we got a complaint.

5

We treat all complaints fairly.

10

We use complaints to make our **services** better.

