



SECURING OUR BORDER CONTROLLING MIGRATION

OUR CUSTOMER SERVICE AIMS

**On your visit to the public enquiry office today,
we will strive to give you an excellent level of customer service.**

We will treat you:

- with respect, politeness and in a friendly manner
- with empathy and sensitivity to your needs
- with patience, explaining any decisions in straightforward terms

We will give you a fair and efficient service by:

- striving to run appointments to time, notifying you of any delays
- minimising your queuing time
- seeing you in order

We will consider your case fairly by:

- implementing the immigration rules and regulations
- giving consistent decisions whilst taking into account each case's merits
- advising you of alternative options if we are unable to complete your case

We will make your PEO experience more enjoyable by:

- providing a comfortable waiting area
- operating efficiently
- resolving any queries quickly

We welcome your comments about our level of service.

We would be delighted to hear if we have met or exceeded these high standards. In the unlikely event that you feel your service today did not meet your expectations, please do tell us. Please write it on your comments form or ask to speak to a manager.

To help us give you an excellent service, we would like to remind all customers that we will not tolerate any abuse in the PEO.

Our staff deserve to be treated with respect and any customers acting in a threatening or abusive way will be removed from the building.