

Our Promise to You

We will



- **listen** to you, **help** you and treat you **fairly**



- work with you and others to **solve problems**



- tell you about **other places** that can help



- make it **easy** for you to talk to us



- **change** the way we help you if you need us to



- keep what you tell us **private**



- **respect** your culture and language



- **do** what we say we will do.