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## **CLIENT CHARTER:**

**Welland Enterprise Agency staff will be open with their dealings with clients and be courteous and identify themselves by name.**

**Clients can be assured that all dealings with them will be carried out in a professional manner and will offer objective, impartial and independent advice.**

**We will answer telephone calls promptly and attend any agreed meetings with the client on time.**

**Welland Enterprise Agency Business Advisers are members of the Institute of Business Advisers and attend regular business courses as part of their continued professional development. All Business Advisers are covered by Professional Indemnity Insurance.**

**The Welland Enterprise Agency is committed to equal opportunities and opposed to any form of less favourable treatment through direct or indirect discrimination on the grounds of age, race, religious beliefs, political opinions, ethnic origin, nationality, marital/parental status, gender, sexual orientation or disability.**

**All dealings with clients will be private and confidential at all times and we will not pass on any information given to us without your permission.**

**If, for any reason, you have cause to complain, this can be achieved by telephoning John Taylor, Chief Executive, Welland Enterprise Agency on 0845 050 1050 or by writing to him at our address above.**