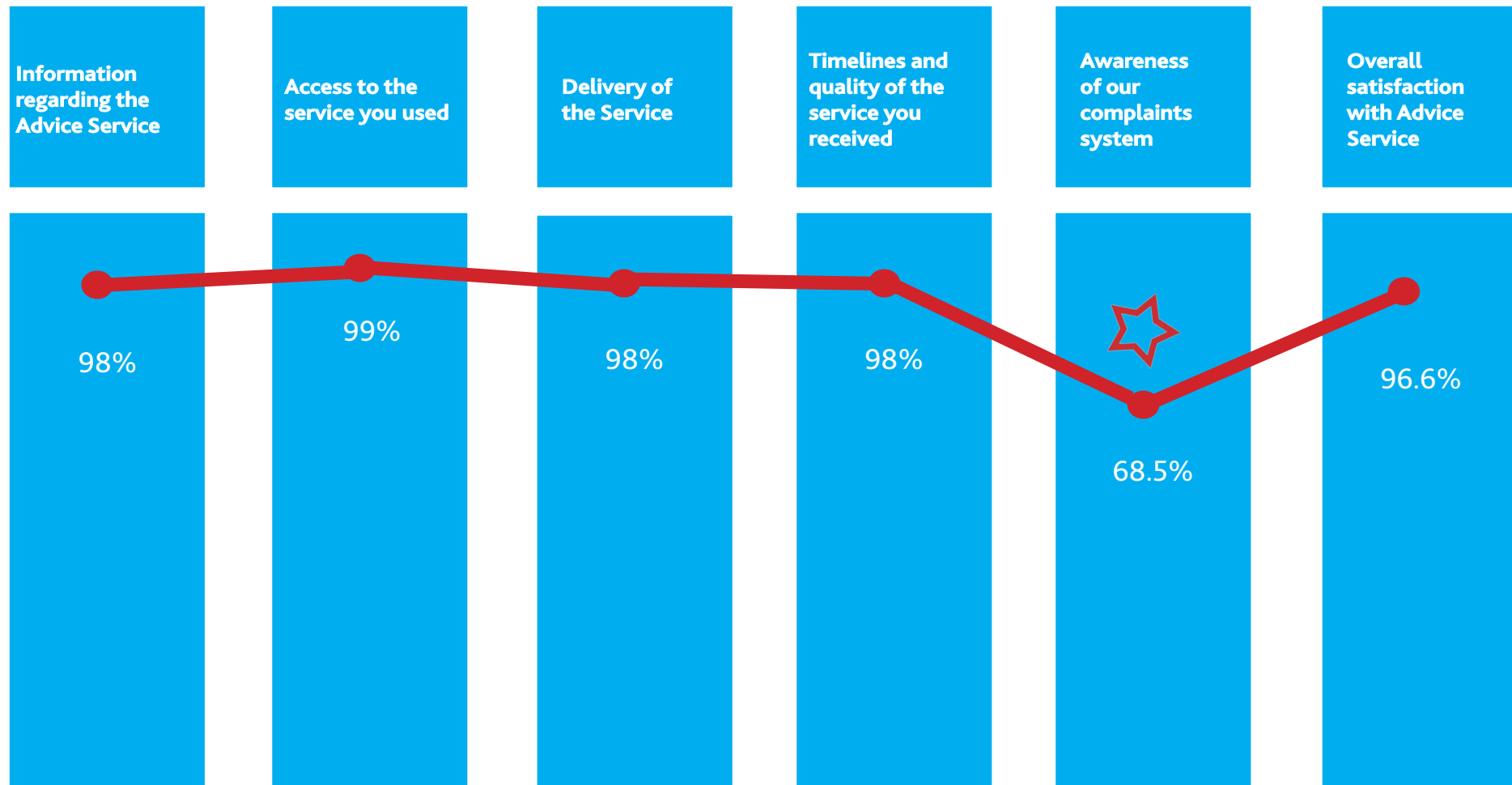


Customer Journey Map 2011 - Individual Clients - Advice Service



'The Staff were very helpful and provided me with clear advice and information, treated me fairly and with respect, I would like to take this opportunity to thank the staff for their support.'



We're listening to you

'The fact that we have a complaints system is not widely known, we are undertaking steps to promote it more widely.'