



OFFICE POLICY

Andover Town Council Staff will deliver our services in a friendly, inclusive and helpful manner. We would ask you to treat our staff with courtesy and respect in a manner in which you would expect to be treated.

We will

- *Treat you with courtesy and professionalism*
- *Give you clear and accurate information*
- *Deal with your requests, enquiries and concerns promptly*
- *Treat all customers equally and without discrimination*
- *Maintain confidentiality at all times*

Members of the public who are unable to abide by this Policy will be asked to leave the office.