



# **SCOTLAND AND NORTHERN IRELAND CONTACT MANAGEMENT TEAM**

## **CODE OF CONDUCT**



# AS PUBLIC SERVANTS

We will:

- deliver high quality performance with customer service at the forefront of our work
- work as a team to ensure best practices are adopted to meet our targets
- keep to the staff rules
- complete additional work when required to ensure we continue to meet our customer expectations

# AS COLLEAGUES

We will:

- treat our colleagues with respect
- be aware of each others differences
- ask for help when we need it
- help colleagues when asked
- offer help to our colleagues
- work as a team
- communicate with each other
- use appropriate language
- use the most appropriate method of communication
- share our knowledge with each other
- discuss issues at the earliest opportunity
- complete tasks within agreed timescales; do things when we say we will

# DEALING WITH THE PUBLIC

We will:

- provide good service
- treat customers the way we would want to be treated
- deal with the enquiries promptly and efficiently
- provide advice relevant to the situation
- not let our personal life affect or interfere when dealing with customers
- we will keep customers updated on progress of their application or process throughout

## TEAM VISION

**Deliver the best value for money  
for the taxpayers with high quality  
decisions and excellent customer  
service**

# HOW WE DEVELOPED THIS CODE OF CONDUCT

This code of conduct was developed by the whole team after first looking at how we display the Home Office values in our daily working life.

The team looked at examples of when we display the values and examples of when we fail to live up to those values. The results of the workshops lead to the development of the code.

Each member of the team has volunteered to abide by this code to ensure we support each other and deliver the best possible service to our customers.

The code supplements the staff handbook and all other staff rules.



Contact Management

Scotland and Northern Ireland Region

Festival Court

**Version 2.4 Updated Jan 2011**