



# our customer service promise



we will listen to you  
and be polite, helpful  
and respectful



we will try as hard as we can  
to resolve your enquiry quickly  
and first time



we will make sure the information  
we give you is clear, helpful and  
easy to understand



we will do what  
we say we are  
going to do

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)



MY  
PORTSMOUTH  
ONLINE  
ANY TIME

