

West Cumbria Development Agency

Client Charter

West Cumbria Development Agency provides access to a wide range of business support services in West Cumbria and is committed to providing high quality, efficient services that are relevant to individual client needs.

When using the Agency's service clients can expect:-

- ◆ to be dealt with courteously and efficiently*
- ◆ to have any enquiries dealt with effectively and be assured that any information provided will be up-to-date*
- ◆ that the advice and help given to clients will be independent and will be in their best interests*
- ◆ to be treated with equal consideration regardless of the size of business and the nature of the problem and irrespective of race, religion, gender, age or disability*
- ◆ that information provided to the Agency personnel will not be divulged to anyone outside WCDA except with the client's permission*
- ◆ to receive a response to any complaint within five working days of the complaint being received*
- ◆ that the Agency's staff will adhere to the principles and requirements of the Agency's Quality Policy and pursue the highest standard of service.*

If the service falls below these standards clients will be invited to contact the Chief Executive, West Cumbria Development Agency, Ingwell Hall, Westlakes Science & Technology Park, Moor Row, Whitehaven, CA24 3JZ, Tel: 01946 696201 Fax: 01946 696202.

The Agency will endeavour, as far as is reasonably possible, to ensure that its advice, service and information are appropriate and as up-to-date and accurate as possible. However, WCDA cannot accept any responsibility for errors and omissions regarding information and advice given in good faith or for any loss or liability incurred by the implementation of such advice.