

**Dispatch Operator Licensing Services
Customer Charter
2010**

We will

- Provide up to date and relevant information on all dispatch operator licensing processes via our website and industry newsletter;
- Treat applications appropriately, fairly and without bias;
- Give applicants step-by-step help to complete applications by telephone if required;
- Provide licence holders with clear and accurate information via our industry information line – if we cannot provide an immediate answer, we will take details and call or write back within an agreed timeframe;
- Treat all complaints and appeals fairly and without bias;
- Promptly investigate all complaints and appeals;
- Inform licence holders of the outcome in a timely and concise manner;
- Inform all licence holders of their rights of appeal.

If we cannot give a full response for legal reasons or to preserve confidentiality, please understand.

In the event that we are unable to assist with a query we will make every effort to direct you to a relevant body that can assist.