

November 2007: Bristow & Sutor is proud to be directly associated with the Customer and Revenue Services Division at South Gloucestershire Council, which has, following assessment, been awarded the Government Charter Mark after achieving excellence in customer service.

The division has been awarded formal accreditation after demonstrating excellence in a number of areas, including actively engaging with customers, partners and staff and being accessible to everyone and promoting choice.

Mike Hayesman, Head of Customer and Revenue Services, said: "Being awarded a Charter Mark confirms the hard work and commitment of staff to improve the customer experience to the residents of this area and is another demonstration of the importance the council places in delivering excellent services."

Andy Rose, Managing Director of Bristow & Sutor said: "The revenues division has demonstrated a progressive attitude to embracing technology, improving efficiency and is another example where we are pleased to be working with a client whose attitude to customer service, carries the same values as those of ourselves."

Charter Mark is a registered certification mark, owned by the Government Communications Group in the Cabinet Office and is recognised as a positive force for change and customer service improvement.