

Customer Charter

The Development Bank of Wales works to unlock potential in the Welsh economy. We do this by increasing the provision of sustainable finance in the market.

Our customers include people and businesses looking for finance.

We are led by our values in everything we do. This means that we are:

Open	Responsible	Partnership
Open and honest in our communication	Responsible when we lend to you	Supportive and actively looking to find solutions
Responsive and proactive when we engage with you	A trusted partner, using our expertise towards sustainability	Collaborative, looking to connect
Local, accessible and hands on	Patient, looking for long term economic value	Seeking a positive impact on Welsh society and its economy

Our customer charter sets out our promise to you at each stage of our relationship:

When you apply for finance, we will:

- Be fair, consistent and transparent in our decision making
- Provide you with a named individual to deal with
- Be clear about the information we need to progress your application
- Take the time to understand your needs
- Ensure our teams have the expertise and skills to help
- Be clear about timescales and keep you up to date on progress
- Be flexible and have a “can do” approach
- Be responsive and upfront about whether we can help, and signpost you to other options if we can't

Once you've received funding we will:

- Provide a dedicated, local relationship manager who will work with you
- Agree with you the frequency of ongoing contact
- Provide an annual review to discuss your plans
- Provide you with ongoing access to our network of funders and experts
- Provide you with opportunities to network and connect with our other customers

Measuring our Service Standards

We aim to have positive working relationships with all our customers and put you at the heart of everything we do.

We understand that sometimes things don't go smoothly and welcome all comments and feedback about our services. If you would like to provide us with feedback please click [here](#).

If you would like to make a formal complaint, please see a [link](#) to our customer complaints policy or alternatively please contact info@developmentbank.wales

We will continue to invest in our systems and processes to improve the customer experience.