



**KCS** procurement  
services

## Partnership Pledge

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### We are here if you need us

You can speak to a person over the phone or can contact us by email or via our website. If you contact us, we will respond to your enquiry promptly and keep you informed if we can't answer your query straight away.

### We will acknowledge your email/query by the next working day

You can feel confident that we will keep a clear channel of communication with you so you know when to expect to hear from us.

### We will do the right thing

We are committed to providing trusted, honest, transparent and genuine solutions. We will communicate in a clear way avoiding industry jargon.

### We will endeavour to be easy to work with

We ask all our colleagues to take ownership of an enquiry and for the same person to get back to you and provide regular updates on the progress of your enquiry.

### We aim to get it right first time

But we appreciate that it is not always possible. We understand not one solution will fit all, but will work using our expertise to put things right. We welcome your feedback to make our services better. We welcome your feedback to continually improve our services.



**Let us know how we're  
doing, by getting in touch.**

### Contact Info

✉ [frameworkfeedback@csltd.org.uk](mailto:frameworkfeedback@csltd.org.uk)