

# Our way of working



Ownership  
Accountability  
Collaboration

Innovation

Respect  
Trust  
Engagement



## What do we deliver?

A fast, efficient, fair and accessible external dispute resolution service.



## What is our aim?

To be an outward-facing, service-driven organisation that provides quality outcomes to applicants and financial services providers.



## Our focus

A customer-centric service that continuously monitors and improves our performance.

- » Set and meet time and service standards and build excellent customer service and quality into all our dispute resolution services
- » Improve and adapt our services to meet the needs of consumers and financial services providers

A trusted organisation that is an authority on financial services dispute resolution and prevention.

- » Engage with all our stakeholders, maintain their support and routinely seek feedback from them – and act on it
- » Share our knowledge, experience and insights
- » Raise community awareness of FOS, especially among vulnerable and under-represented groups

A smart, efficient and responsible business with passionate people, effective systems, clear plans and a conscience.

- » Embed new ways of working as part of our desired behaviours and culture
- » Attract and develop highly skilled and engaged people
- » Develop, maintain and enhance e-enabled solutions that improve performance and efficiency

## Our culture

### Ownership, accountability and collaboration

- » We understand our roles and what is expected of us, and work together towards common goals
- » We understand that collaboration helps to deliver the best business outcomes
- » We are encouraged and empowered to make decisions and take ownership of them
- » We recognise that we work better in teams than alone, and that we learn from each other's experience and insights

### Innovation

- » We seek to improve everything we do in our day-to-day work and planning
- » We are open to new ideas, adaptive and responsive to change and flexible in our thinking
- » We encourage creative problem solving through training and incentives, and seek the latest research and expert advice to drive and lead innovation
- » We seek advice from all our stakeholders to generate ideas to improve our processes and services for customers

## Our values

- » Respectful
- » Efficient
- » Trustworthy
- » Forward thinking

### Respect, trust and engagement

- » We trust each other, openly share knowledge and information, and are engaged in everything we do
- » We are inclusive and respectful of each other's views
- » We enjoy constructive challenges, and appreciate opportunities for debate about different ways of working
- » We follow through on our commitments