



## **CUSTOMER CARE POLICY**

We are always striving to achieve best practice in all the contracts we undertake. The focus on quality of workmanship and overall service improves our day to day operations and best practice for our customers.

When carrying out our work we are always ready to listen to the customer should they not be happy with any aspect or require something to be done differently we will always try to agree a mutually acceptable alternative. The main focus is on the customer and their complete satisfaction.

To enhance our policy we strive to deliver the following:

- Ensure that customers are informed at all stages by effective communication
- Ensure that all employees and sub-contractors are experienced in working in occupied premises and treat the premises as if it was their own home.
- Ensure that a get it right first time culture is engendered into the staff aiming for zero defects at all times.
- Ensure that a quality product is delivered within budget.
- Ensure that dates and target times are achievable and ensure that customers are not inconvenienced longer then necessary.
- Be considerate to the neighbourhood whilst working on the premises.
- Deliver the contract safely in accordance with our Health & Safety Policy, Risk Assessments and Method Statements.

We ensure that all our Customers are informed of all our procedures ascertaining that these are suitable to all involved regardless of age, language, disability, race and religion.

**Language** – if required we will endeavour to obtain an interpreter.

**Disability** - we are sensitive to the needs of disabled and elderly people and will endeavour to ensure that they fully understand our arrangements. We will also liase through family, friends, work colleagues or carer where necessary.

We will ensure that operatives are especially careful and considerate when undertaking work for elderly, frail, sick and disabled customers.

**Age** - Our operatives are experienced in working and dealing with all ages – young and old and are sensitive to their particular needs.

**Race** – We will take into consideration any race specific requirements when work is in progress.

**Religion** - We will take into consideration any specific religious requirements when work is in progress.

**Protecting the Site** – Whilst working on our client's premises we will provide dust sheets to protect all furniture and fittings. All waste and rubbish will be removed from the premises and relevant areas will be swept or vacuumed daily. We will also ensure that our operatives do not cause any damage to any external areas such as gardens etc.

### **Security**

We are committed to maximising the security of all sites we work on. All operatives are briefed on the security issues relevant to the job.

- Operatives will not leave external doorways they are using unattended or insecure while they are at the premises.
- No access will be permitted by our operatives to third parties.
- We will cordon off the works areas.
- Access and key return arrangements will be agreed with the customer at the commencement of works.
- At the end of each working day the property will be left in a secure state.

### **Customers Satisfaction**

When the works are completed we will ensure that the customer is completely satisfied with the quality of the workmanship. We will have available a customer satisfaction questionnaire to assist with this.

The results of the customer satisfaction survey will be reported to the Managing Director as soon as they are available.

Signed: 

Dated: 16<sup>th</sup> October 2024

Name: Michael Clarkson  
Position: Managing Director

This document will only be revised should any amendments/updates be made