



## Customer Care Policy



The Company is committed to providing its customers with a professional service. Our Company ensures that courtesy and respect is extended to all its customers at all times. We listen carefully to our customer's requests and concerns and offer help and advice on all aspects of the work.

Our aim is to offer our clients a friendly, efficient, high quality service and to work closely with them and to involve them in all decision making.

Our Managers and Supervisors are responsible for making sure that the client is kept informed of the works as they progress throughout the contract. Communication lines will be agreed with the client, normally by e-mail, fax or telephone at the pre-contract meeting where contact details are exchanged.

The client will be made aware of our complaints procedure; all complaints received are logged on our Company Complaints Form by the Site Foreman, stating time of complaint, what the complaint was, what action was taken and when the complaint was dealt with, usually immediately, he will then get the client to sign and say they are satisfied with our response.

Access to the client's property will be by prior arrangement only. Appointments will be agreed and if they cannot be kept, the client will be informed at the earliest opportunity.

Client's property is respected and treated with due care and attention at all times and protected against damage by removing away from work areas.

We always provide and lay dust sheets, hardboard any floors for protection or build temporary screens round the works area to cordon them off, keeping dust and disturbance to a minimum.

Customers are always advised to safely store all valuable items away from the areas where work is to be carried out and we help them move heavy items, such as furniture free of charge.

The customer will be advised to keep any children and pets away from the work areas and we will cordon off work areas with barriers for their safety.

The client's property will be left in a clean and tidy state as the works are being carried out with all rubbish being cleared into skips or carted away at the end of each working day. Work areas will be swept up, hovered where necessary and washed down, ready to use as our operatives leave site.

All materials will be stacked safely and in only previously agreed locations with the client and all plant, tools and equipment shall be used correctly and not left in dangerous positions.

Any electrics, water and gas capped off during any work activity will be left working for the use of the client at the end of each working day, unless previously agreed.

It is important to us that the customer is left completely satisfied with our works and how they were carried out and we kindly ask them to fill out our Company Customer Satisfaction Form and welcome their comments to monitor our performance.