

## CUSTOMER CARE POLICY

ABC Building & Maintenance Contractors Ltd is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers.

As a Building Maintenance Company we provide a wide range of services across many different locations to different people and it is important that everyone receives the same high quality response.

### Our promise to you

We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff is responsible for providing an efficient, caring and professional service.

### Responses

To customer contact should be provided in the most appropriate format. For example, it is not necessarily the case that all emails will receive an emailed response.

### We will ensure that you are dealt with:

- Quickly
- Fairly
- In a courteous, helpful manner

### We will always:

- Be open and honest and explain our decisions
- Ensure that staff take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague
- Give as much information as possible to help you make informed choices
- Act in accordance with the law

### **We would like you to:**

- Give us the information we need to help you
- Treat all our staff fairly and with respect
- Give us your views and suggestions to help us to improve our services
- Tell us if you know of any other customers who need our help or feel they have not been treated fairly

### **Our customer care standards**

#### **Face to face contact**

##### **We will:**

- Make sure that our buildings are accessible
- Display the opening times of our buildings and adhere to them
- Greet visitors and introduce ourselves within a maximum of five minutes of their arrival
- Respect your privacy, offering private areas for discussion if required
- Make sure our staff identify themselves by wearing name badges
- Listen to you and respond to your needs
- Be welcoming, courteous and helpful at all times
- Treat your home with respect when we visit you

#### **Contact by telephone**

##### **We will:**

- Aim to answer the telephone within 20 seconds (six rings) during normal working hours. If a member of staff is not available, their telephone should be answered by a colleague (by call diversion, transfer or group pick up) within the target time.
- Attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of the staff member dealing with the query.

## Contact in writing

### We will:

- Aim to respond to standard written enquiries within five working days (one week) of receipt, resolving the issues raised if at all possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.
- Ensure that where service areas have other specific targets regarding written correspondence, for example, complaints, that customer of these services are aware of the relevant standards that apply.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue

## Contact by email messaging

### We will:

- Aim to respond to emails sent to our general mail box, [info@abc-building.com](mailto:info@abc-building.com), except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made if it is not possible to deal with the inquiry immediately.
- Aim to provide a full response to email message inquiries within five working days of receipt, resolving the issues raised if at all possible.
- Ensure that where service areas have other specific targets regarding written correspondence, complaints, that customers of these services are aware of the relevant standards that apply.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue

## What we ask of you

ABC Building & Maintenance Contractors Ltd staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the meeting and/or property etc). ABC Building & Maintenance Contractors Ltd will take appropriate action against any individuals who are abusive to staff.

### **Delivering an effective service to customers with different needs**

All our customers have the right to expect the same level of service. The Company should be careful not to make assumptions about client's/people's needs or abilities but should consult them to identify their needs.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

### **Making the policy a success**

This policy sets out ABC Building & Maintenance Contractors Ltd's commitment to its customers. In order for us to learn and improve our services we want to use the feedback from the contact that we have to make changes.

We will do this by:

- Publicising our standards to our customers
- Carrying out customer surveys on all works completed to measure the success of the policy
- Introducing internal monitoring to help all our services meet the standards
- Supporting and training staff to provide better customer service
- Monitoring our complaints to identify where we need to make improvements

### **Customer Feedback**

If you feel that we have not met the standards set out in this policy you can speak to a customer service advisor or use our ["Have Your Say on ABC Building & Maintenance Contractors Ltd Website \(www.abc-building.com\)"](http://www.abc-building.com) to give us your feedback. Contact details can be found on the website. All feedback received will be investigated and receive a full response.

### **Monitoring & review**

We will this Policy on an **annual basis** (or sooner, if deemed necessary as a result of customer feedback).

Signed: (Electronically)

*Alan Burke*

Managing Director

Date: 25<sup>th</sup> March 2015

### **More information**

You can find out more information about the “Have Your Say on ABC Building & Maintenance Contractors Ltd’s services by contacting us by phone, e-mail or via our web site - details in header above

Call in at one of our office at:

London Office - 708D Tudor Estate, Abbey Road, Park Royal, Middlesex. NW10 7UY

Hertfordshire Office - The Fairway Cock Lane, Hoddesdon, Herts. EN11 8JY

*the foundation of our business*