

# Pacy & Wheatley Construction

## Customer Care / Complaints Policy



## Customer Care Policy

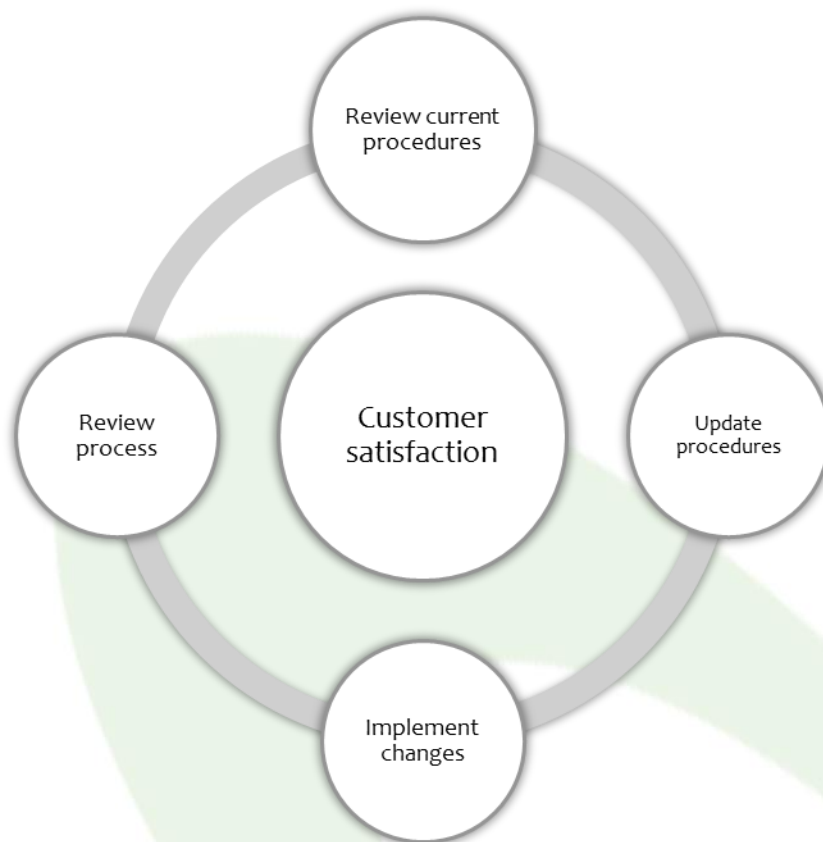
Customer care is at the forefront of our business activities and is incorporated into every aspect of business through our policies and procedures. Pacy & Wheatley aims to provide customers with the very best level of service, in all areas of service delivery. Our goal of complete customer satisfaction is achieved by our commitment to follow our customer care policy. In order to ensure customer satisfaction we will ensure that:

- Customer Care will be provided in a professional manner by well trained and knowledgeable staff.
- Every employee will give priority to the consideration of the needs of the individual customer, adopting a professional and positive approach and taking pride in what we do.
- All of our services will consistently seek to attain a defined and published standard of quality taken from our quality manual.
- We will deal with any problems promptly, effectively listening to customers when they express dissatisfaction or complain.
- All Customers will be treated courteously with honesty and respect, with a view to establishing a close working relationship, based on trust.

Pacy & Wheatley incorporates a review of existing processes and procedures, to ensure high levels of customer satisfaction are maintained. We continually seek feedback from our clients and ask them to complete a confidential non-contractual questionnaire upon which they can submit their views on key issues, including Quality, Performance, Relationships, Health & Safety, Consideration, Level of information provided at Pre-Construction and Customer Care in order to:

- Understand the priorities of the customer

- Deliver a level of service to satisfy our customers in the context of a proper commercial understanding
- Independently measure customers' satisfaction with our service
- Provide communication links and systems at all appropriate levels in order to maximise responsiveness and cooperation
- Respond to the feedback to provide an improved level of service



**Diagram 1** – Customer Satisfaction flow diagram

## Dealing with complaints

Pacy & Wheatley has appointed a Senior Manager within the organisation who will be the single point of contact and will be responsible for ensuring that any defects or complaints are

promptly dealt with to the satisfaction of the customer. A dedicated and competent aftersales work force is on hand to facilitate this outcome.

In order to continuously improve our high level of service to our customers, we expect complaints and defect issues to be dealt with promptly to the satisfaction of the customer. We have a documented complaints procedure with all complaints/defects being categorised as follows:

- Category 1 Emergency immediate action
- Category 2 Urgent resolved within 48 hours
- Category 3 Normal resolved within 7 to 14 days

Our reaction will be professional, proactive to minimise future requirements to react, personable, responsive and quick to deliver.

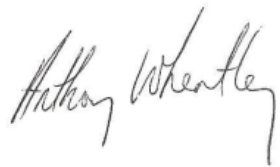
## Director in charge of Customer Care

Our Company has appointed a Director within the organisation who will be the single point of contact and will be responsible for ensuring that any defects or complaints are promptly dealt with to the satisfaction of the customer. This Director is responsible to the Managing Director, reports to all parties on a regular basis and, most importantly, liaises with Clients and Stakeholders promptly on actions implemented.

## Staff behaviour

When representing the company, employees are instructed to act with the highest professionalism to ensure that our reputation is maintained and not tarnished. This customer care Policy Statement will be reviewed annually by Anthony Wheatley (Managing Director). The responsibility for enforcement of this policy rests with the Managing Director, who will monitor the effectiveness of the policy and its associated initiatives. This Policy Statement will be displayed prominently.

**Signed**

A handwritten signature in black ink that reads "Anthony Whentley". The signature is written in a cursive style with a large initial 'A'.

**Date of Review:** 23/01/2019

**Next of next review:** 23/01/2020

**This policy will be reviewed every 12 months.**

