



BRADLEY DEMOLITION

Customer Service Policy

The Company aims to put the customer at the top of its agenda, and its customer service policy sets out what this commitment means in practice.

The Company is committed to providing excellent services that offer value for money. Key to achieving that vision is a good relationship with customers. Different services will have different customers but it is important that each are treated to the same high quality response. This policy and the standards within it apply to everyone.

It is important that customers know what to expect from the Company in terms of service so that they can measure whether their needs have been met. From the perspective of the employer, the Company provides a wide range of services. It is important that all Company staff understand and deliver the same high quality service irrespective of the part of the Company that they work within.

Our Customer Charter:

The Company promises to:

- Act in a professional manner and be polite at all times.
- Deal with enquiries promptly or explain the reason for any delay.
- Listen to customers and ask for their views.
- Keep its promises.
- Be open, honest and explain decisions.
- Apologise when it makes a mistake, and take steps to put things right.
- Accept the customer's right to complain, and guarantee a full investigation and considered response. - Treat customers and their property with respect.

The Company encourages customers to:

- Give the Company all the information its needs to assist customers.
- Treat all employees appropriately and with respect.
- Allow it to improve its services by providing views and suggestions.

The Company encourages customers and staff to inform an employee if it is not conforming to this Charter.

Our customer standards

The Company aims to:

- Answer the phone within five rings.
- Avoid using answer-machines during working hours.
- Return calls within one working day.
- See customers within five minutes even if no appointment has been made.
- See customers within fifteen minutes of an appointment time. If the Company is not able to conform to this, an explanation will be given and an alternative meeting time proposed.
- Reply to letters and faxes within ten working days.
- If a query can't be resolved within ten days, the Company will contact customers to explain why and to provide a timescale for resolving the question.
- Respond to complaints within 15 working days.
- Adhere to timescales set out in the Company's complaints procedure.

Other commitments:

- Resolution of queries at the first point of contact, or the provisions of contact details for a party who can assist.
- Communicate in plain language, providing interpreting and translation services when required
- Ensuring that office facilities and events are accessible.
- Display the opening times of reception areas and adhere to them.
- Provide information on waiting times or offer appointments for certain services if customers choose not to wait.
- Respect privacy, offering private areas for discussion if required.
- Provide identification on request.
- Have well-trained and confident staff that have the skills and knowledge to do the job.
- Treat private homes with respect.

Unacceptable customer behaviour includes:

- Verbal abuse including racist, sexist or discriminatory comments.
- Threats of any kind (threatening behaviour or intimidation).
- Physical violence.
- Acting under the influence of controlled drugs or alcohol.

The Company will monitor this policy by ensuring that

- It is easy for customers make a complaint, comment or suggestion
- Monitoring complaints to ensure that mistakes are learned from.
- Publicising customer standards within the Company and to customers.
- Monitoring Company performance against these standards.
- Training and supporting Company staff to provide better customer service.

The persons responsible for this section of the policy are the Managing Group.

A handwritten signature in black ink, appearing to be 'AH', located above the typed name.

Signed:
Andrew Hill - Director
Date: 07/12/2022