



## Customer Care Policy

Chigwell London Ltd recognise that customer care is a vital aspect of Company Operations and there is a necessity to formalise our approach to the way that we deliver customer care.

The specific aims of this policy are to:

- Give customer care a high corporate priority
- Regularly ask customers for their opinions about our services and use that information to improve the service that we provide.
- Ensure our employees are trained and competent to deliver our services.
- Regularly monitor our customer care strategy to ensure that the needs of all our customers – clients, residents, consultants, sub contractors and suppliers – are met.
- Provide easily accessible, simple systems for customers to record complaints about any aspect of the companies activities.
- Have a defined and documented system to resolve complaints within reasonable and defined time frames.
- Issue and implement a code of conduct for all of our staff who work in occupied dwellings to explain our definition of reasonable conduct and to enforce it via disciplinary action if required.
- Create and issue a Customer charter that sets out minimum standards that our customers should expect.

The policy is delivered via three important documents and these should be referred to when reading this policy.

- The customer charter
- The code of conduct
- Performance measurement and continuous improvement tools

This policy is a living document and is reviewed annually.

**Dean Floyd, Managing Director**

Review Date: **2<sup>nd</sup> January 2020**

Next Review: **1<sup>st</sup> January 2021**