

The aim of our Customer Care Policy is to ensure that every client receives the best possible service. This would ideally result in all work being carried out with total client satisfaction. However, should a complaint be received, the complaints procedure ensures that the client would be contacted by our customer service team within 48 hours, and the problem resolved.

## 1. Customer Care

- All work is carried out by professionally trained people
- All clients are treated with respect
- Customer details are treated as confidential
- The client is kept fully informed throughout the progress of the work

### **To meet these objectives:-**

- All staff are given full training and a copy of our Customer Care Policy upon commencement of employment
- Managerial staff are kept up-to-date on current industry developments re: training, Health & Safety, etc.
- All work is booked in from the Head Office on a day-to-day basis, with fitters checking in every morning, therefore guaranteeing appointments are kept
- Hillsolve employ Inspectors to ensure that at least 80% of our work is monitored internally
- A customer satisfaction questionnaire is left with every client, with a FREEPOST envelope, to evaluate our services and to make improvement where appropriate
- Random telephone calls are also made to customers and a questionnaire is completed over the telephone
- Freephone telephone number for customers' convenience is 0800 622415

## 2. Guidelines for Staff

- Staff should be courteous and calm at all times
- Staff should not be over-familiar with the clients; use only appropriate physical contact, such as a handshake
- Staff should give clients as much time as they need to read through paperwork
- When calling on a client, staff should allow the customer ample time to answer the door/telephone
- Any details taken from a client with particular requirements, for example, a customer who is in a wheelchair would be noted and passed through the system to ensure smooth progress of the work, with minimal disruption to the household
- Staff should take care in expressions used, being sensitive to the customer's situation