

## **Customer Care Policy**

This document sets out the standard of WMQ customer care and how it is maintained. It lets customers know:

- that we do care about our work and what our customers think of it
- what they can expect from us
- what to do if they are not satisfied or have a complaint

### **Defining the standards**

Our standards are defined by our customers so that we deliver the best service. We will:

- Regularly ask customers for their opinions on our service
- Use these opinions to shape the service that we provide

### **Staff commitment**

The staff team at WMQ are the essential component in delivering successful contracts and ensuring customer satisfaction. We will:

- Ensure our staff are sufficiently trained and competent to deliver our services
- Ensure our staff treat all customers with respect, courtesy and understanding

### **How we communicate**

Efficient correspondence with customers is an essential part of customer satisfaction. We will:

- Listen carefully
- Be polite, honest and accurate with the information we provide
- Respond to all enquiries promptly and with courtesy
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Provide alternative sources for services where we cannot help
- Keep customers informed of any subsequent stages in the process

### **How we deliver the standard**

- Provide written quotations for works including the terms and conditions which apply
- Ensure written quotations are clearly worded and provide a measurable specification for works to be undertaken
- Ensure that customers are aware of relevant accreditations and insurances held by WMQ.
- Provide a schedule of work, documenting a realistic programme of works.

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## Measuring the standards

We want to ensure that our customer care is the best that it can be and this will be measured by our customers. We will:

- Seek regular feedback via customer satisfaction surveys
- Investigate all complaints thoroughly and in a timely fashion
- Use feedback to influence changes in customer care

## Complaints

WMQ Building Services takes complaints seriously. If you are not completely satisfied or have a complaint about the conductor behaviour of a member of the team, our service or our work, then please contact:

Gordon McArthur, Managing Director, McArthur House, Netherton Cross, Wishaw, ML2 0EF

**Signed:** Gordon McArthur

**Date:** Jan 2019

**Managing Director**

**Review Date:** Jan 2020