

### CUSTOMER CARE POLICY AND PROCEDURES

The company aims to provide a professional service to satisfy our customer's quality, delivery and price expectations. The Directors are committed to implementing, monitoring and continuously improving the high level of service it provides to its customers, their professional representatives and other supply chain partners.

In conjunction with BS EN ISO 9001, which controls compliance with the company's documented quality procedures, this policy extends our commitment by including the considered views and comments of our Clients, Professionals, Supply Chain and our own staff.

To achieve this, our objectives are to:-

1. Establish customer needs and perception of products and services.
2. Customise our products and services to ensure they are designed, produced and delivered to meet our customer requirements quickly and efficiently.
3. Provide customers with effective and innovative solutions to their problems.
4. Facilitate a teamwork approach with all involved parties to ensure client expectations are realised.
5. Provide information and financial systems focused on rapid provision of customer relevant data.
6. Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.
7. Seek to minimise disruption to customers and third parties in the performance of our contract works.
8. Facilitate project reviews to improve quality and delivery of service with the aim of developing continuous improvement to all added value aspects

#### Communication

We encourage and welcome open and constructive dialogue at every stage of the conception, design, construction and management process between all members of the Construction Team.

#### Complaints

To continuously improve our high level of service to our customers we expect defect and maintenance 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 – 14 Days

In accordance with our Quality Management System, all complaints are recorded on a Client Complaint Log and appropriate actions are taken to rectify issues raised. Documented procedures are established and maintained to identify the complaint, determine the cause, evaluate the requirement for the introduction of preventative action, implement such action and review and record all such activities. All actions are recorded on the Client complaint log and its cause and effect are subject to Management Review in addition to routine monitoring. The preventative action taken in order to prevent recurrence is similarly recorded.

#### Customer Care Manager

The Company 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. The Customer Care Manager is responsible to the Managing Director and reports to all parties on a regular basis and, most importantly, liaises with Clients promptly on actions implemented.

#### Client/Customer Liaison

Close liaison will be maintained between the company and the Client throughout the construction process and clients will be invited, upon completion, to complete a confidential non-contractual questionnaire upon which they can submit their views on key issues, including Quality, Health & Safety, Performance, and Relationships

#### Final Arbitration

The company commits to resolve all complaints quickly and amicably with the company Managing Director acting as final arbiter, however, where this is not possible the issue is referred either to the NHBC Resolution Service or RICS Adjudication Procedure for final resolution.



---

A. P. Rees  
Group Managing Director

Dated: 31<sup>st</sup> January 2018  
Next Review: 31<sup>st</sup> January 2019