|  |
| --- |
| **Customer Service Policy**  Total-Cleaning.Com wants to put the customer at the top of its agenda. Our corporate strategy, ‘**Putting The Customer First**’ sets out clearly the Total-Cleaning.Com’s desire to be a responsive organisation that puts the needs of the customer first. This customer service policy sets out what this commitment means in practice. What our customers can expect from us and what we expect of our customers.  **Putting Total-Cleaning.Com First** makes clear the we as a company have a commitment to provide excellent services that offer value for money. Key to achieving that vision is a good relationship with our 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.  **1. Why have a policy?**  It is important that you know what to expect from us in terms of service so that you can measure whether we are successful or not.  As an employer we provide a wide range of services. It is important that all of our staff understand and deliver the same high quality service irrespective of the part of the Company that they work within.  **2. Our Customer Charter**  Total Cleaning wishes to be an organisation that puts the needs of the customer first. Our staff are committed to providing a responsive, caring and professional service.  **We promise to:**  • Act in a professional manner and be polite at all times  • Deal with your enquiry promptly or explain the reason for any delay  • Listen to you and ask for your views  • Keep our promises  • Be open and honest and explain our decisions  • Apologise when we make a mistake and put things right  • Accept your right to complain and guarantee a full investigation and considered response  • Treat you and your property with respect  **We would like you to:**  • Give us the information we need to help you  • Treat all our employees appropriately and with respect  • Help us to improve by giving us your views and suggestions  If we don’t do as we say in this charter, please tell us.  **3. Our customer standards**  **We aim to:**  • Answer the phone within five rings  • Avoid using answer-machines during working hours  • Return your call within one working day if you have left us a message  • See you within 5 minutes at our Head Office Reception if you don’t have an appointment  • See you within 15 minutes of an appointment time, but if we can’t we will explain why and let you know when you can be seen  • Reply to letters and faxes within 10 working days  • If your query can’t be resolved within 10 days we will contact you to explain why and give you timescales  • Respond to complaints within 15 working days  • Adhere to timescales set out in the Total Cleaning Corporate Complaints procedure “How to Complain”  **Other commitments:**  • Resolve your query at the first point of contact or provide you with the details of who can help, together with timescales  • Communicate in plain language, providing interpreting and translation services when required  • Make sure our public buildings 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 you choose not to wait  • Respect your 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 your home with respect when we visit  **What we ask of you**  • Treat all of our staff with courtesy and respect, avoiding unacceptable behaviour  • Give us the information and documentation we need to help you  • Respect our non-smoking policy  • Help us by telling us when we do not meet your expectations, giving your views and suggestions  **Unacceptable customer behaviour includes:**  • Verbal abuse including racist, sexist or discriminatory comments  • Threats of any kind (threatening behaviour or intimidation)  • Physical violence  • Under the influence of controlled drugs or alcohol  **4. How will we monitor this policy?**  **We will:**  • Make it easy for you to make a complaint, comment or suggestion  • Monitor complaints to ensure we learn from our mistakes  • Publicise our customer standards within the Company and to our customers  • Monitor our performance against these standards  • Train and support our staff in providing better customer service |

Approved By: Euan Oattes Date: 01.08.2022

Signed: Euan D. Oattes Revision: 01.08.2023