

CUSTOMER CARE POLICY

Introduction

T Harrison Ltd has an excellent reputation for customer service and in order to maintain its reputation it has set out the following objectives:-

- (i) Achieve an overall satisfaction rate of 95%.
- (ii) Provide a quality of decorative finish with which customers are highly satisfied.
- (iii) To complete work programmes on time.

In order to achieve this the following are essential:-

- (i) At all stages the customer must be consulted about the work. For example, in choosing colours, making arrangements for the work to be done and deciding whether a satisfactory job has been done.
- (ii) Customers must be treated with respect and in a friendly and courteous manner.
- (iv) The prescribed level of supervision by T Harrison Ltd must be guaranteed and, at an individual level, both client and contractor representatives must establish good working relationships, understanding each other's requirements.

Best Practice

T Harrison Ltd will use best practice throughout its dealings with its customers.

Examples would be:-

- (i) All communication (e.g. letters) must be easy to understand and identify who is the contact (name, address, telephone number etc).
- (ii) All employees to wear an identity card at all times.
- (iii) The customer's permission must be sought before the Contractor (or anyone acting for him) works/inspects etc within the curtilage of the property or on the property itself.
- (iv) All customers to be informed of management visits to survey prospective works.
- (v) All employees are to act as quietly as possible and take steps to minimise disruption to customers e.g. use of radios for site entertainment is not permitted.
- (vi) T Harrison Ltd will provide suitable instruction and training and ensure that the workforce on each contract adopt a high standard of customer care at all times. Any additional staff brought in after the start of the contract will be instructed as above.
- (vii) All customers will be treated with proper respect and in particular the requirements of the elderly and those with special needs must be sensibly and sensitively dealt with.

Contract Appraisal

T. Harrison Limited's goals are to provide high standards in the way it delivers its services. All persons employed by the Company must embody these standards also.

T. Harrison Ltd. operates an appraisal system, based on performance indicators, both during and after completion of the work to assess how successful the Company has been in consulting with its customer and in executing the work.

The appraisal is intended to provide a positive stimulus for quality orientated work practices for the Company.