

CUSTOMER SERVICE POLICY

Commitment to Customers

The aim of this policy is to ensure maximum client satisfaction, minimum complaints and ongoing work to the highest standards.

Higham aims to offer a service that is informative, efficient, effective and excellent quality. This is reflected in Higham's Quality Policy Statement which highlights the standards to which the company work.

Higham believe that information, professionalism and staff attitude are of the utmost importance in terms of customer service. Aspects of these key areas include:

- Prompt initial contact with the client and the ability to keep to agreed timescales
- Provision of accurate information with regular development updates
- Dealing with problems and issues in a professional and timely manner.

Higham expect all staff to work together in accordance with this policy in order to provide the required service level for all clients, regardless of the size of the project. Staff will:

- Treat all clients with respect and courtesy
- Listen to what clients have to say
- Pass on the details of client enquiries promptly and efficiently to the relevant person
- Always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change

Clients should be advised how long a project will take to complete. If a delay occurs the client will be advised and Higham will take action to try overcome the problem where possible and advise the client of the revised completion date as soon as possible.

Telephone

- Staff will remain polite at all times and assist the caller where possible.
- Staff will aim to answer the telephone within three rings if they are available to take the call.
- If staff are unable to forward the caller to the appropriate staff member they will take a message for the person concerned or where relevant provide alternative contact details.
- When taking a message from a caller, staff will note the date and time of the call, the caller's name and contact number and the details of the message. This information shall then be forwarded via email to the relevant person.
- If staff are not able to answer a caller's query immediately, they will take contact details and provide a response within two working days. If more than 2 days is required the caller should be kept informed of progress with their enquiry.

E-mail

- All staff are expected to monitor their inbox and respond to emails within 1 working day.
- When staff are on annual leave they are to ensure that they set up an out of office response which includes details of who to contact in their absence.

Face to face

- The office will be manned at all times during the normal working hours.
- Where staff meet face to face with clients, they will greet clients immediately as they present themselves and direct them to the relevant person to deal with their enquiry.
- Staff should deal with the client in a professional, courteous and helpful manner.
- When staff meet a client anywhere other than Higham offices or sites they are to make an appointment first, clearly identify themselves and the purpose of the visit.

Cover for Colleagues

- To maintain efficient service to the client where there is a limited number of staff with the same role and knowledge, individuals should where possible avoid being on annual leave at the same time.
- Staff are expected to provide cover within their own department. Staff may be expected to work in other departments during times of staff shortage or increased workload to ensure that the service to the client is not compromised.

Compliments and Complaints

- Higham considers all feedback received should be analysed and used to improve the quality of its services.
- Complaints will be dealt with quickly by staff, following internal investigations the complainant will be invited to a meeting to discuss how to proceed.
- Where the complaint relates to quality of work, a member of staff shall attend site to investigate the problem as soon as possible and the client informed of the outcome of the investigation. Remedial works shall then be discussed with the client to rectify the quality problem.
- Pass comments and suggestions from clients on to the relevant member of staff, if acted on they may improve the service
- Ensure compliments are recorded and shared with all members of staff

Confidentiality

All information gathered or held about customers will be held in accordance with Higham's Data Security Policy and current legislation.

Signed: 
Director
On behalf of Higham Flat Roofing Ltd