



## CUSTOMER CARE POLICY

### **POLICY STATEMENT**

Fairway Office aims to set clear standards of service and to regularly review and improve its performance. Resources will be used effectively and efficiently in order to provide the highest standard of service to all customers.

We will provide clear information about our services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential customers will be consulted with, and their views will be used to continually improve the service provided.

### **STANDARDS FOR CUSTOMER CARE**

#### **- Responding to correspondence**

Fairway Office will answer all correspondence from customers – including letters, faxes and emails – in a fast and clear manner.

Targets: To answer all correspondence within 24 hours.

All Staff: To use the email auto response when out of the office stating an alternative colleague's contact details for urgent enquiries.

To appoint a member of staff: To Resolve service or complaint issues promptly and efficiently, in a courteous and empathetic manner.

#### **- Appointments**

Members of staff will see visitors punctually when an appointment has been made at the office or at an external venue. If no appointment has been made, members of staff will see visitors as promptly as is reasonably possible.

Targets: To see visitors within 5 minutes of any appointment that has been made

Maximum length of time a person without an appointment should have to wait before they see a representative of Fairway Office is 5 minutes.

At external meetings members of staff should arrive punctually and dressed appropriately. Any delay being communicated as soon as reasonably practical.

All employees should carry company identification at all times.

- **Answering telephone calls**

Each department will answer telephone calls in a fast and professional manner.

Targets: To answer call to designated telephone enquiry points within 5 rings.  
When transferring calls, ensure that a member of Staff is available to accept the call and if not that they call back within an agreed time.

- **Complaints Procedures**

Fairway Office will constantly review their complaints procedure for the service it provides and promptly deal with any complaints received.

Targets: To respond to a customer within 24 hours and explain to the customer how the complaint will be dealt with.

To keep the customer apprised weekly on the status of their complaint if the investigation/resolution of the complaint is likely to take more than 1 week.

To investigate and record all relevant information & circumstances and where necessary amend procedures to avoid repetition of the situation.

To provide an oral and/or written explanation where necessary describing the investigation and stating it's conclusion and outcome.

Chris Fairbrass

Managing Director

Updated 05.05.09