

Customer Service Charter

At the heart of our customer service charter is our commitment to continual improvement of the quality of our service and to maintain a constant professional approach.

We believe that customers have the right to know what level of service they can expect from us all the time - even when we fall short of the very high standards we have set ourselves, we will not be afraid to apologise if we make a mistake.

We will:

- Improve our speed of response in handling enquiries by ensuring our information is in a format that can be easily accessed and understood
- Maintain a single point of contact and not expect customers to make numerous other calls
- Provide responsive and reliable services that meets your expectations
- Provide a consistent, co-ordinated and proactive service and be able to identify if the customer needs extra help or advice, assist in resolving problems and take personal responsibility for them
- Treat our customers with respect, courtesy and friendliness, being receptive to customer feedback
- Enable customers to provide feedback easily through our customer surveys
- Ensure our employees are skilled and able to provide high-quality customer care by annual performance appraisal to identify training needs and ensure continual improvement
- Uphold the Companies core values of honesty, integrity and trust

Service standards

Our customer service standards are as follows:

Contacting us by telephone

- We will aim to answer all telephone calls within 20 seconds of the first ring.
- Our Sales office is staffed from 7.30am to 5.30pm Monday to Thursday and 7.30am to 5.00pm on Fridays.

Contacting us by email

- We aim to respond to all emails received within four working hours.

Contacting us by fax

- If you contact us by letter or fax, we will try to respond fully within seven working days unless, for example, your query is complex.

Deliveries

- Our friendly team of drivers will arrive with all necessary PPE to comply with any individual site regulations, they will also adopt a flexible approach to accommodate any specific customer requirements.

Complaints

Our complaints policy

We are committed to providing the highest levels of service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our service.

If you have a complaint, please contact us with the details. We aim to respond to all complaints within 24 hours. If we need longer to consider you're compliant, we will tell you why. If we have not replied to the complaint within this time you may complain to the Management Representative for Quality who will respond within 48 hours.

What will happen next?

- Please send the details of the complaint to your account manager in the first instance. They will acknowledge receipt of the complaint within 24 hours of receiving it and record it on a Customer Complaint Form. If you feel the complaint cannot be raised with the account manager then you may complain to the Management Representative for Quality.

- We will then investigate the complaint. This will normally involve passing the complaint to our Customer Care Team or our Management Team depending on the nature of the complaint, who will review the details and investigate what may have gone wrong and why.
- Once our investigation is complete, we will come back to you to inform you of our findings and advise you of our proposed corrective action. We aim to complete any required corrective actions within 10 working days of receipt of the initial complaint.
- If you are still not satisfied, you can then contact our Board of Directors,

Smith Bros (Caer Conan) Wholesale Ltd C/O The Board of Directors
Greyfriars House Sidings Court Doncaster
South Yorkshire DN4 5NU

The Board of Directors will review your complaint and respond in writing within 10 working days.

We understand the importance of the analysis of data relating to customer complaints, the ability of our Quality Management System to meet this objective along with feedback from our customers is recognised by the Management Team and the Board of Directors. So all complaints are collated by our Management Representative for Quality who will consider where the potential for non-conformance may lie during trend analysis and ensure corrective action is taken to eliminate the root cause.