



ELECTRICAL DISTRIBUTORS

Our customer charter and service standards

At the heart of our customer charter is our commitment to improving the quality of our service and 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
- 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 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.

Complaints

- We aim to reply to all complaints within 24 hours. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint and when we will reply. All complaints are recorded and collated by our Q.A. Manager and the information is reviewed to identify any trends and eliminate the root cause.

Deliveries

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

2014/726

