



EVERS

building contractors

Customer Care Policy

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T. J. Evers Ltd is committed to providing, maintaining and improving a pro-active Customer Care Policy.

We aim to provide quality building and related services to our customers by:

1. Delivering all our services in a friendly responsive and reliable way.
2. Treating customers with respect and courtesy.
3. Providing a standard of service that meets the expectations of our customers.
4. Training our workforce to provide a defect free service.
5. Dealing with issues in a timely manner.
6. Taking a problem solving approach.
7. Providing our customers with comprehensive explanations of any actions to be taken.

In order to put this Policy into practice we will:

- Deal with customer requests, enquiries and concerns promptly.
- Provide customers with accurate and relevant information and advice.
- Welcome customers' views on our services.
- Consult regularly with a wide range of our customers to ensure that our services remain appropriate and accessible.
- Treat all complaints seriously.
- Regularly review and improve our service.
- Review this Policy on a regular basis
- Bring this Policy to the attention of all our employees.

Signed



Date

14th December 10

Managing Director
For and on behalf of TJ Evers Ltd