Customer Care Policy

TJ Evers 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:

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

In order to put this Customer Care 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 of our employees.

Signed:	MJ Denney
	On behalf of TJ Evers Ltd
Date:	18.12.2019