

# Customer Service Policy

Prepared By:	T Key	Date: 07.11.16
Checked By:	N Smith	Date: 07.11.16
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**ELECTRICAL SERVICES & PROJECTS LTD**

Project House, The Drive  
Worthing  
West Sussex  
BN11 5LL  
Tel 01903 700321  
Fax 01903 507498  
[www.esp-ltd.co.uk](http://www.esp-ltd.co.uk)



# Customer Service Policy

Electrical Services & Projects Ltd provides a wide range of electrical services and deal with many enquiries from our clients and prospective clients each year.

Our customers are the backbone of our business and our service policy outlines to our clients how they should expect to be treated when they get in touch with us. If we don't meet these standards, please let us know by contacting 01903 700321.

## The Standard of service you can expect from us

### We will:

- Identify ourselves giving our name where appropriate.
- Aim to acknowledge you straight away and deal with you punctually if you visit us in person we will see you within 5 minutes of your arrival.
- Treat all of our customers equally, considerately and in a friendly and professional way.
- Treat you with courtesy and respect and ask that you treat our staff in a similar way.
- Welcome and invite your comments and suggestions.
- Take your comments and complaints seriously.
- Put things right if we make a mistake.
- Let you know if there's a delay in coming back to you with an answer to your question.
- Be able to provide, on request, information in a suitable format, for example for those who are visually impaired or whose language is not English. Further details are available by calling 01903 700321.
- Keep you informed about any major change to service that may occur.

### We aim to:

- have knowledgeable staff who are friendly, polite, understand your needs and treat you fairly
- deliver services that are reliable
- deal with any problems efficiently and professionally, if they arise
- respond quickly to your initial contact and deal with it, when possible, at the first point of contact
- keep you informed about progress
- ensure that the information we give you is comprehensive, clear and accurate
- ensure equality of access to both information and services.

**Further Information:**

In addition to this policy, Electrical Services & Projects Ltd have set standards on dealing with our clients as follows:

- Equality & Diversity Policy
- Complaints Policy
- Data Protection Policy
- Anti Bribery Policy

We would be happy to provide copies of our policies upon request to our Customer Service team on 01903 700321.

**When you phone us:**

- You can contact a service or officer direct if you have their phone number. These are usually included on any correspondence or literature we send you.
- You can phone our Customer Service Centre on 01093 700321 between 8.00am and 5.30pm Monday to Fridays.
- If you phone outside these times, a recorded message will give you details of our emergency contact numbers.
- Our Customer Service Team is dedicated to helping customers find the services and information they need, quickly and efficiently.
- If we cannot deal with an issue immediately, we will respond within 10 working days. This may be by phone, email, letter, or by arranging to visit you, as appropriate.



Signed : .....

Nathan Smith - Director

Date: 7<sup>th</sup> November 2016