

Customer Service Charter



Our commitment to sound customer service.

In the event of any complaints issue we will immediately log the complaint and allocate a unique reference number.

We will then extract full details of the complaint and investigate the issue in detail with the appropriate person & department the same day.

We will acknowledge any complaint the same day and confirm exactly what is being done to resolve the issue.

We will keep the customer regularly informed as to the progress being made and will provide a commitment and time scale to resolve.

We will on a daily basis review any outstanding issues to ensure that they are being dealt with in an appropriate timescale and that the customer has been kept up to date at all times.

We will on a weekly basis produce a report to the Directors of our Company detailing all complaints and how they have been correctly dealt with and fully resolved to 100% customer satisfaction.

We will always confirm any ongoing or more in depth issues in writing and get back to the customer within the committed timescale.

We will be 100% accountable at all times to the stage of any customer service issues.

The customer will be advised that if at any time they feel that the complaint is not being dealt with to their satisfaction a Senior Manager or a Director of the Company will always be on hand to discuss their issue personally.

This is our 100% commitment to all our customers to ensure that our after sales service pledge is maintained at all times, and there will be no compromise in striving to provide the best after sales service in our industry.

That's a promise

Ray Hall

Managing Director