



# CUSTOMER CARE POLICY

ISSUE	REV	DATE	DETAILS OF REVISION	AUTHORISED BY
01	00	20.11.19	Draft Issue of New Format	Julie Lewis
01	01	21.11.19	Final Issue of New Format	Mark Skinner
01	02	04.01.21	Annual Review – No Change	Mark Skinner
01	03	12.01.22	Annual Review – No Change	Mark Skinner
01	04	05.01.23	Annual Review – No Change	Mark Skinner

#### **Objectives**

G&L Consultancy Ltd is committed to providing a high-quality service to our customers. This guide explains our customer care policy and how we proactively strive to provide services in which our customers can have full confidence. Whilst carrying out our Asbestos Surveys, Asbestos Air Monitoring, Asbestos Sample Analysis, Asbestos Removal and Asbestos Training we aim to satisfy our customers' needs and expectations, ensuring the highest standards of safety and care. We endeavour to set clear standards of service and to regularly review and improve performance. We operate in an ethical manner treating customers, employees and suppliers as we would like to be treated. This guide sets out key aspects of our service and explains our strategy for achieving our service aims including:

- Customer Experience
- Accessibility
- Customer Communication
- Delivery
- Technical Support
- Environmental
- Quality
- Safety
- Customer References

#### **Customer Experience**

We aim to understand and measure your expectations in order to provide an enhanced customer experience.

Our aim is to:

- Establish customer needs for services
- Operate a continuous service portfolio management program to ensure services are designed, produced and delivered to meet our customer requirements efficiently
- Provide customers with effective and innovative solutions to their problems
- Facilitate a teamwork approach with customers to ensure expectations are realised
- Provide communication links, processes, procedures and systems at all appropriate levels in order to maximise customer responsiveness and cooperation
- Facilitate customer reviews to improve the quality and delivery of service with the aim of developing continuous improvement to all added value aspects of our service

## MANAGEMENT POLICY

### CUSTOMER CARE POLICY

---

- Conduct regular surveys and welcome feedback whether positive or negative
- Regularly review any suggestions to improve our service levels made by both our customers and our staff
- Record and review all dissatisfactions raised in order to improve what we do, wherever possible
- Deliver our customer services fairly, reasonably and without prejudice
- Ensure our staff will treat customers in a professional, courteous and helpful manner. Customers can expect us to respect their privacy and dignity. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers
- Value diversity which will enable us to realise the full potential of all our employees and help provide the best possible service to our full range of customers
- Strongly promote customer focus within our entire organisation

#### **Accessibility**

We provide a wide range of products and services and aim to deliver the best possible service to all our customers. We will strive to ensure that no customer is unable to use, or is disadvantaged in accessing, our products and services. We will consult regularly to review customer needs and requirements. We will act to avoid and eliminate discrimination against any customer.

Our office opening hours are as follows: Monday to Friday 0830 hrs to 1630 hrs excluding Bank and Public Holidays.

We measure and assess our accessibility by:

- Customer satisfaction questionnaires
- Customer complaints, compliments and comments

We aim to improve our accessibility through:

- Promoting the use of direct dial lines and voicemail facility
- Maintaining an accessible complaints procedure
- Developing use of new technology for the provision of information to our customers
- Continuing to develop our online services
- Regularly reviewing the quality and delivery of information we provide to our customers
- Researching customer information needs
- Using plain language for communication medium
- Providing training for specific staff on accessibility
- Continuing to develop methods of measuring customer satisfaction

#### **Customer Communication**

We will set out information about our services clearly and simply so that all our customers can understand it. This includes information on how to complain or give feedback about our products and services. We will promote the use of plain language for communication medium. We will answer all correspondence including letters, faxes and emails in a professional, timely and efficient manner.

#### **Complaints**

We will investigate all customer complaints about the products and services we provide and promptly deal with any complaints received.

Our aim is to:

- Strive for zero complaints
- Issue an acknowledgement of complaints within one normal working day
- Provide the minimum of a preliminary response to all correspondence relating to complaints within five working days of receipt by G&L Consultancy Ltd. If we cannot do this, we will write to the customer to explain why, the reason for the delay, what we are doing to overcome their complaint and inform them when they can expect a reply
- Actively inform the customer of the progress relating to their complaint
- Ensure the customer receives a total action plan and resolution should a complaint occur, through the Customer Complaints Procedure
- Monitor complaint trends to endeavour to continually improve service levels and prevent similar complaints from occurring in the future

#### **Responding to correspondence**

Our aim is to:

- Acknowledge non-emergency or safety-related queries within one normal working day
- Use email auto response when out of the office stating an alternative colleague's contact details for urgent enquiries
- Provide the minimum of a preliminary response to all written correspondence relating to enquiries / queries within five working days of receipt by G&L Consultancy Ltd. If we cannot do this, we will write to the customer to explain the reason for the delay and inform them when they can expect a reply.

#### **Telephone**

We will answer telephone calls quickly and helpfully. G&L Consultancy Ltd will aim to answer 80% of all telephone calls within 20 seconds and all calls within 30 seconds during normal working hours – Monday to Friday 0830 hrs to 1630 hrs excluding Bank and Public Holidays for standard enquiries / queries.

For Emergency calls, we operate a 24/7 call service. This is for emergency calls only relating to safety issues.

## MANAGEMENT POLICY

## CUSTOMER CARE POLICY

---

Our aim is to:

- Introduce ourselves and the company in a professional and courteous manner
- Accurately take all details of the enquiry / query and we will try to answer the enquiry straight away. If we cannot do so we will acknowledge receipt of the enquiry within one working day and let the customer know when to expect a full response.
- At all times offer practical, clear and timely advice which is specific to the customers' needs and expectations
- Transfer calls only when necessary and ensure the transfer is available to take the call to minimise the passing of the customer

### **Appointments**

G&L Consultancy Ltd endeavours to visit customers and companies interested in our services on a regular basis. The key objectives for these meetings are to establish opportunities to listen carefully to customers' needs and views. Members of staff will see visitors punctually when an appointment has been made at the office or an external venue. All staff will approach visitors in a courteous manner.

### **Delivery**

G&L Consultancy Ltd will endeavour to deliver products and services in a safe and timely manner.

Our aim is to:

- Focus on service delivery to enable business targets to be met
- Honour contractual agreements for delivery parameters
- Deliver all core standard product mainland UK orders within 48hrs with the exception of orders where delivery times are specifically detailed and communicated to the customer which differ from our standard service offer
- Deliver all overseas orders in the most cost-effective way, to meet all delivery dates
- Endeavour to deliver all orders right the first time and in full
- Ensure when delivery dates are quoted they are met and if any delays arise the customer is informed at the earliest opportunity

### **Technical Support**

G&L Consultancy Ltd will ensure full technical support and product knowledge is available to support our services.

Our aim is to:

- Ensure all relevant commercial, technical and safety detail is available for all standard products and services
- Offer a complete and satisfactory maintenance programme for our equipment installed at customer sites

## MANAGEMENT POLICY

### CUSTOMER CARE POLICY

---

- Deliver a continuous training programme for all services for all employees involved in customer-facing / contact roles
- Provide access to relevant technical and safety training to meet customer needs wherever possible

#### **Environment**

The principles of sustainable development have been at the heart of G&L Consultancy Ltd's corporate strategy for the last 20 years.

Our aim is to:

- Contribute towards the preservation of the environment and natural resources, both in companies operations and at customer sites
- Continue to develop innovation and technological progress to guarantee the advancement of the company and its customers by being respectful of environmental impact at all times
- Maintain and continue to develop a sustainable business operation
- Preserve the environment

#### **Quality**

We will continually work to deliver services of the highest quality. We will work in close cooperation with all regulatory, legislative and governmental bodies to ensure complete compliance with all current legislation, regulation and industry best practice guidelines.

Our aim is to:

- Provide in-house laboratory and analytical facilities for the benefit of our business operation and our customers
- Operate a paperless, integrated Safety, Quality and Environmental Management system
- Maintain close links with key organisations in order to have full involvement in the development of industry and regulatory standards
- Make certification available to suit customer needs
- Continue to meet all aspects of ISO17025 & ISO17020 (UKAS)

#### **Safety**

Safety is at the heart of G&L Consultancy Ltd. With this key focus area in mind, G&L Consultancy Ltd commits to operating within all regulatory and legislative guidelines.

Our aim is to:

- Strive for zero accidents
- Comply with all industry best practice guidelines
- Ensure our staff are fully trained and qualified to complete their roles
- Produce regular safety bulletins to remind all staff of our commitment to safe working practice

## MANAGEMENT POLICY

### CUSTOMER CARE POLICY

---

- Ensure safety documentation relating to our services is readily available for our staff and customers
- Continuously develop best working practices for all of our operations
- Produce and deliver our services in the safest way possible

This policy will be displayed in the main office and reviewed annually or earlier if significant business changes warrant it, any revisions will be brought to the attention of staff. Copies of this policy will be held in all offices and available to all staff.

This policy has been endorsed by Julie Lewis and has the full support of the management team.

The policy was reviewed and approved on 16<sup>th</sup> January 2023 following consultation with senior managers and workers.

Overall responsibility for the effectiveness of the policy lies with Julie Lewis, Quality Director. For more information, please contact this person: 01823 443 898

## MANAGEMENT POLICY

### CUSTOMER CARE POLICY

Director	Name	Signature	Date
Quality Director	Julie Lewis	<i>Julie Lewis</i>	16 <sup>th</sup> Jan 2023
Technical Director	Paul Lewis	<i>Paul Lewis</i>	16 <sup>th</sup> Jan 2023
Somerset Office	Name	Signature	Date
Health, Safety and Quality Manager	Mark Skinner	<i>Mark Skinner</i>	16 <sup>th</sup> Jan 2023
Operations Manager	Darren Alway	<i>Darren Alway</i>	16 <sup>th</sup> Jan 2023
Client Liaison Manager	James Ooyman	<i>James Ooyman</i>	16 <sup>th</sup> Jan 2023
Wages, Personnel and Accounts Manager	Sally Monger	<i>Sally Monger</i>	16 <sup>th</sup> Jan 2023
Air Test & Removals Manager	Jason Monger	<i>Jason Monger</i>	16 <sup>th</sup> Jan 2023
Survey Manager	Jo Haigh	<i>Jo Haigh</i>	16 <sup>th</sup> Jan 2023
Northern Ireland Office	Name	Signature	Date
Northern Ireland Director	Alan Lewis	<i>Alan Lewis</i>	16 <sup>th</sup> Jan 2023
Office Manager	Karen Lewis	<i>Karen Lewis</i>	16 <sup>th</sup> Jan 2023
Lab Manager	Colin Webb	<i>Colin Webb</i>	16 <sup>th</sup> Jan 2023
Deputy NI Branch Manager	John McAleenan	<i>John McAleenan</i>	16 <sup>th</sup> Jan 2023