

## CUSTOMER CARE POLICY

Project Resource Limited (Project Resource) is committed to providing a high level service to our customers. Should for any reason you are not satisfied with us, we need you to inform us. We see feedback as essential in assisting us continually strive to improve our standards.

We aim to set clear standards of service & to regularly review & improve its performance. Our resources will be used effectively & efficiently in order to provide the highest standard of service to all customers.

We will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries & complaints will be dealt with in a prompt manner. Present & potential customers of ours will be consulted with & their views will be used to continually improve the service provided by us.

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### **STANDARDS FOR CUSTOMER CARE**

#### **Responding to correspondence**

We will endeavour to answer all correspondence, including letters, faxes & emails, in a fast & clear manner.

## **Targets**

To answer all correspondence within 5 working days.

To use our corporate signature at all times.

To use the email auto response when out of the office, stating an alternative colleague's contact details for urgent enquiries.

To use the corporate recommended font (Verdana 10pt to 12pt) at all times & the Project Resource logo where necessary.

To use corporate templates for letters faxes, quotes, etc.

## **Appointments**

Members of Project Resource staff will see visitors punctually when an appointment has been made at the office or at an external venue. If no appointment has been made, members of staff will see visitors as promptly as is reasonably possible.

## **Targets**

To see visitors' within 10 minutes of any appointment that has been made. Maximum length of time a person without an appointment should have to wait before they see a representative of Project Resource is 10 minutes.

At external meetings members of staff will strive to arrive 15 minutes early, dressed appropriately.

## **Answering telephone Calls**

Each team member will answer telephone calls in a fast & professional manner.

## **Targets**

To answer calls to designated telephone enquiry points within 3 rings.

When transferring calls, ensure that the Project Resource member of staff is available to accept the call & if not that they call back within 30 minutes.

If a chosen Project Resource contact is not available, another team member will be available to take the call.

### **Complaints procedures**

We will publicise our complaints procedure for the service it provides & promptly deal with any complaints received. See Project Resource document entitled “Complaints policy and procedure”.

### **Targets**

To publicise the complaints procedure on the Project Resource website & have complaints procedure documents available for inspection.

To respond to a customer within 48 hours & explain to the customer how the complaint will be dealt with, referring them to our “Complaints policy and procedure” documentation.

To keep the customer appraised on the status of their complaint if the investigation/ resolution of the complaint is likely to take more than 1 week, in line with our “Complaints policy and procedure” documentation.