

Customer Care Policy Statement

Whenever a customer has contact with Bawden Contracting Services Ltd (BCS) they will receive a consistently high standard of customer service ensuring all sections of the community are able to access our services. BCS is committed to ensuring that excellent customer service forms an integral part of the planning, resourcing, and delivery of the services provided.

As an Organisation, BCS will be

- Helpful and courteous in delivering a high quality service.
- Professional and positive in approach, taking pride in all undertakings.
- Well informed in order to meet customers' expectations.
- Effective in listening and responding to customers who express dissatisfaction or complain.
- Fair and equitable towards individuals and communities with differing needs.

Employees of BCS will

- Deal with customers honestly, fairly and politely.
- Be trustworthy and reliable and respect confidentiality.
- Consider the customer's needs and environment and provide the appropriate care.
- Be on time for appointments and respond quickly and in a helpful manner.
- Arrive, and finish at priorly agreed times.
- Look professional, wearing the appropriate clothing, which is clean and presentable.
- Always be efficient and effective ensuring best value for the customer.
- Always deliver what they have committed to with minimum disruption.
- Meet our deadlines and keep the customer informed of progress.
- When we cannot provide exactly what someone wants, be innovative and suggest alternatives.
- Apologise if things go wrong and do our best to put things right.
- Listen to feedback, act on it and respond accordingly.

This Policy is subject to regular review, at least on an annual basis.



Richard Bawden
Managing Director

Date: 1st October 2016

Bawden Managed Landscapes

Unit 1, Mills Way Centre, Boscombe Down Business Park, Amesbury, Wiltshire SP4 7AU

t 01980 622185 f 01980 623015 e enquiries@bawdengroup.com w www.bawdengroup.com

