



B A W D E N

Managed Landscapes

Grounds Maintenance | Tree Surgery | Landscaping

Customer Care Policy

Whenever customers have contact with Bawden Contracting Services Limited they will receive consistently high standards of customer service. These standards will ensure that all sections of the community are able to access our services. We are committed to ensuring that excellent customer service is an integral part of the planning, resourcing, and delivery of our services.

As a company we will be:

- Helpful and courteous in delivering high quality services.
- Professional and positive in our approach, taking pride in all we do.
- Well informed, so that our customers know what they can expect from us.
- Effective in listening to customers when they express dissatisfaction or complain.
- Fair and equitable towards individuals and communities with differing needs.

As individuals we 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.
- Keep appointments on time and respond quickly and in a helpful manner.
- Arrive and finish at the agreed times.
- Look professional, wearing the appropriate clothing, which should always be clean and presentable.
- Always be efficient and effective to ensure best value for the customer.
- Always deliver what we say we will, 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.

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

Richard Bawden

Managing Director, Bawden Contracting Services Limited

1st May 2011

Bawden Managed Landscapes

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