



BAWDEN

Managed Landscapes

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 that 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 of 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, 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 times agreed prior to appointments.
- Look professional, wearing the appropriate clothing that 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.
- Be innovative and suggest alternatives when we cannot provide exactly what a customer would like.
- 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: 4th March 2020