

## **BUSINESS DIRECTORY CUSTOMER CHARTER**

Members of the Business directory must sign and comply with the points set out in the Customer Charter below. This is to ensure that service users receive the care and service that is expected of trustworthy businesses.

We expect that customers are:

- ✓ Dealt with professionally and courteously at all times
- ✓ Acknowledged within five working days of making contact
- ✓ Provided with clear and concise information regarding the products or services being offered
- ✓ Informed of all key stages of order / contract fulfilment
- ✓ Advised immediately if work / order cannot be completed within the agreed timeframe
- ✓ Provided with products / services that best meet customer needs at competitive prices
- ✓ Ensured services / work / products comply with pre-defined specifications
- ✓ Provided with an efficient and responsive after sales service
- ✓ Dealt with promptly and appropriately if a complaint, concern or query is raised.

We expect that our member businesses will:

- ✓ Where appropriate comply with all laws, statutory regulations and other regulations (e.g. Building Regulations),
- ✓ Provide written quotations / estimates for the work to be undertaken
- ✓ Inform customers of any call out charges before arranging a visit
- ✓ Provide written invoices on completion of work and written receipts on acceptance of payment
- ✓ Use only staff having appropriate skills and holding recognised qualifications or staff working under the supervision of a qualified trainer
- ✓ Ensure the protection of personal data and all other information concerning customers
- ✓ When undertaking work within customers' homes provide and maintain a safe and clean working environment
- ✓ Maintain adequate employers and public liability insurance
- ✓ Ensure that all staff and sub-contractors adhere to these standards at all times when dealing with customers.