

Customer Care Policy

Policy

Fairways Contracting Limited promise to its current and future customers to deliver a quality service and provide customer care that will at the very least exceed their expectations.

Our commitment is to at all times act in the customer's best interest and to continuously improve our quality standards in every aspect.

Part of our care policy is to ensure that our staff deals with customers and clients in the following manner:

- Provide a high quality service
- Courteous at all times
- Polite and patient
- Considerate & flexible to customers and clients demands
- Professionally attired
- Wear identification at all times
- Liaise effectively & efficiently with colleagues

This policy will be monitored to ensure that our staff adheres to it and periodically meetings will be arranged to high light any problems and suggest improvements in our policy.

Should any customer or client feel dissatisfied with our service they may contact us:

By post at:

Fairways Contracting Limited
Windmill Paddocks
Windmill Lane
Hockley Heath
Solihull B94 6PT

By telephone on: 01564 779319

By E-Mail on: office@fairwayscontracting.freeserve.co.uk

Complaints Procedures

The company's procedure for dealing effectively with a complaint is to:

- Take all details of the complaint
- Acknowledge receipt of the complaint and indicate a date by which a response can be expected
- Arrange a meeting with relevant staff members and management within five working days

Affect any disciplinary procedures, should they be required

Inform complainant of the outcome within ten working days of receipt
Make any necessary adjustments to our procedures and or customer care policy
Keep customer complaints on file for no less than twenty-six weeks

..... 16th July 2009
Paul Miller
Managing Director