



## CUSTOMER CARE POLICY

Murray Building Services is committed to providing a high quality service, delivered cost effectively by professionals who take pride in what they do.

Murray Building Services will:

- Seek to understand the requirement of our clients and the project
- Ensure that clients are treated courteously and promptly
- Ensure that clients are provided with the name of an Estimator for all tenders received and the name of the Project Manager for all contracts secured
- Facilitate a teamwork approach with all involved parties to ensure client expectations are realised
- Liaise with the client to ensure that they are kept informed of programme progress at all times
- Encourage staff members to act politely, friendly, helpfully and professionally when dealing with enquiries
- Escalate and encourage complaints through the given procedures as follows:
  - i. To ensure that complaint is documented on MBS Customer Complaint Form by person receiving complaint
  - ii. To ensure that complaint, once documented, is passed on to appropriate Line Manager/MD for advice/action etc
  - iii. To ensure that complaint is responded to within 3 working days (less if possible), provided all information/given facts are available within the given timeframe
  - iv. To ensure that complaint is resolved and written confirmation given
  - v. To ensure that, in the case of further problems arising, the matter is referred on to appropriate organisation eg Main Contractor/Manufacturer/B&ES Association's mediation service etc.
  - vi. To ensure that appropriate measures are put in place to prevent a future recurrence of the issue
- Always act to rectify problems on projects to meet the expectations of our clients

Signed:

Position : Managing Director:

Date: 3January 2016