

Customer Care, Code of Conduct Policy & Complaints Procedure



Cosyseal

Cosyseal (Double Glazing) Limited
Lynton House
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All our operatives have signed up to a rigorous set of standards of workmanship, company stewardship and environmental disciplines. Each operative is assessed and is confirmed as compliant before being awarded any work. Thereafter, continual assessment is ongoing throughout employment with Cosyseal.

The Code of Conduct includes a seven point assessment plan:

- Customer care and response to complaints
- Technical expertise and training
- Environmental impact and waste management
- Sustainability: employees must use their best endeavour to meet best practice
- Full insurance cover
- Clarity of contractual dealings
- Compliance with Cosyseal employment, health and safety and policies.

The Code of Conduct is our assurance of quality of service, manufacture and sourcing.

All our employees are expected to commit themselves to the Code of Conduct when on site by practising the following guidelines:

- Make an appointment to carry out the work when it is convenient for the tenant and arrive at the time agreed
- Introduce themselves and show photographic proof of identification.
- Explain the nature and purpose of the repair or replacement.
- Behave professionally at all times and not smoke, use bad language or play audible audio devices

- Take care of the resident's property and belongings and protect them from dust, paint and any other building rubbish.
- Keep the resident's home secure whilst working there.
- Keep safe all materials and equipment used on site, to avoid danger to residents and their visitors.
- Clear away any rubbish as a result of the repair.
- Repair any damage to internal decorations caused by carrying out any work.
- Follow health and safety legislation and other relevant codes of practice.
- Adhere to Cosyseal's equalities policy.
- If major work is involved, tell you the level of disturbance before the work starts and agree the extent of removing carpets, furniture and so on.
- Explain any follow-up work.

Purpose of Complaints Procedure:

The purpose of an effective complaints procedure is to ensure that all complaints or Comments are handed efficiently, quickly and enable any issues to be resolved without any delay.

The information gained from complaints and comments is collected in a central place to ensure that our business is kept informed and above all to ensure continuous improvement of our practice and service to the customer.

Responsibility:

The manager responsible for quality, Mr Paul Drake has the ultimate responsibility for Quality and ultimate responsibility of any complaints and this procedure lies with the Director - Mr Rajesh Patel .

How Are Complaints Received?

Complaints can be received through, telephone, electronic mail, postal mail.

All complaints should be marked for the attention of Mr. Rajesh Patel who is the Company's Director.

They are logged onto our computer database and checked and updated by our team on a daily basis to ensure they are being dealt with effectively with minimum delay to a resolution.

Complaints Procedure:

While we do accept complaints through all channels as detailed above, we do request that

all complaints are written and sent to the attention of Mr Rajesh Patel.

On receipt of a complaint, our Director will make contact with the individual to personally handle the complaint and will only pass on details of the complaint should they request.

Our call centre is able to take a complaint by telephone and email and it will be logged by them so as to be brought to attention of the correct people on a daily basis.

It is company policy that until the complaint is closed out the Director will be in sole charge of ensuring that the complaint is dealt with in satisfactory manner for all parties.

Storing Information Relating To a Complaint:

On resolution of a complaint all details relating to it will be destroyed, however a small summary of the complaint will be recorded on our system as part of our quality procedures to assist with continuous improvement of our company.

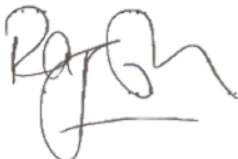
Where to Send Complaints:

Mr Rajesh Patel
Cosyseal Limited
Lynton House
304 Bensham Lane
Thornton Heath
Surrey
CR7 7YR

Or Forward Your Electronic Mail to: Rajesh@Cosyseal.com

We expect contractors and people who work for Cosyseal to treat tenants / residents and their homes with respect. The Code represents the standard to which all our employees have committed themselves.

Signed



Mr Rajesh Patel
Director