

# Customer First Policy

## Putting our customers first

We are committed to placing customers at the heart of our service. We pride ourselves on the service that we give. Our goal is to set the highest standards in our industry, maintaining a reputation for quality and service in all we do.

### **We will:**

- always show you our photographic identification cards;
- treat all of our customers fairly, honestly and with respect; tailoring our service to meet each customer's needs;
- act in a professional way and be polite, helpful and friendly at all times;
- keep you informed at every stage of the process;
- organise mutually convenient appointments;
- get it right first time and, if not, take actions straight away to put the issue right;
- respond and deal with any enquiries promptly;
- be open and honest and explain our decisions;
- have a well-trained workforce with the skills and knowledge to do the job;
- ask for your views and listen to what you have to say; and
- keep our promises.

### **We ask you to:**

- always check our identification cards;
- treat our team politely and with respect;
- reply promptly when we are making appointments;
- tell us about any special needs you may have;
- be ready for us by moving curtains, blinds, furniture and valuables where possible
- keep your children and pets away from the work area;
- make sure someone over 18 is present throughout the work;
- do not touch our tools, equipment or materials; and
- help us to improve by giving us your views and suggestions.



**We monitor:**

- undertaking satisfaction surveys;
- recording customer complaints, comments and suggestions; and
- using feedback to help identify improvement actions.

**Our customer service standards will:**

- strive to resolve your query at the first point of contact or provide you with the details of who can help, together with timescales, and
- aim to acknowledge receipt of any complaints within three working days and respond within five working days.

Providing high levels of customer service is the duty of all members of our team. Our Customer Service details are below:

- **Phone:** 020 8665 1331
- **Email:** [mail@cosyseal.com](mailto:mail@cosyseal.com)
- **Post:** Cosyseal (DG) Ltd, Lynton House, 304 Bensham Lane, Thornton Heath, Surrey CR7 7EQ