

# Policy Document

## Four Business Solutions

### Customer Care Policy and Complaints Process

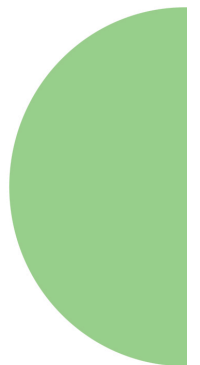
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## Code of Ethics and Customer Care Policy

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### Ethics

Four Business Solutions Ltd operates with Integrity and Honesty in all we undertake.

We operate with integrity, transparency and honesty in all we undertake. We will not operate in a manner, which may be deemed detrimental to the Customer or the Community and will be pro-active in advising any concerns or issues we may have.

We will conduct our business in accordance with best practices, all Legal, Statutory and Governmental standards.

We will continue to support, finance, help and promote the activities of any Charitable organisations with whom we have relationships through our endeavours.

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### Employees

The Company will endeavour to recruit and retain Staff who are committed to its core values and objectives, working as individuals within a team. We will engage and develop staff through on going, continual training working towards personal advancement. We will be a responsible employer and neighbour.

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### Health and Safety

The Company is committed to providing working environment/s which are both safe and fit for all Staff, Customers and members of the General Public. In doing so, we will ensure that we comply with Health and Safety legislation which will be a matter of priority for all of our business operations.

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### Customers

We will continue to offer our Customers excellent standards of service and communicate effectively through relevant media when and wherever necessary. Customer satisfaction will remain our highest priority achieved by continually delivering best quality work and exceeding expectations within the marketplace as a valued service provider.

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## Customer Care Policy

The Company will ensure Total Customer Satisfaction in all it undertakes through:

- All members of Staff continuing to deliver the highest levels of quality work.
- Operating best working practices in accordance with service delivery and
- Governmental and Environmental Legislation/Regulations.
- Exceeding expectations by resourcing ways to add value to our work.
- Responding to Telephone Calls within 24 hours
- Responding to written Correspondence within 7 working days of receipt.
- Behaving in a professional manner, being courteous, polite and helpful at all times.
- Accommodating customers needs wherever possible/feasible.
- Communicating effectively whenever possible to Customers in a relevant way.
- Respecting Property and ensuring that no damage occurs by taking necessary precautions.
- Maintaining confidences on private information, showing discretion in all matters relating to Property, Security Locks and Access.
- Being sensitive to Customers with Special Needs or Disabilities

Should a Customer ever deem it necessary to make a Complaint, we ensure that this will be given priority and act accordingly to rectify any issues as soon as is possible/practical.

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## Contact

Please let us know if we do not meet or exceed your expectations.

*We welcome your call - good or bad - we want to know!*

We are constantly looking for ways to improve our service by listening to our Customers, monitoring our performance and adopting best practice from many other resources. Should you have any issues or concerns that arise relating to work undertaken by the Company please contact [shaun.cassidy@four.co.uk](mailto:shaun.cassidy@four.co.uk).

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## Customer Complaints Policy

**How can I make a comment or complaint to Four Business Solutions Ltd?**

**We value your opinion**

We hope to make your experience of dealing with Four Business Solutions Ltd an excellent one and we welcome your comments, suggestions and details of satisfaction (or dissatisfaction) about the service you have experienced when contacting us or using any of our products or services. We would also like to hear if a particular member of staff has provided you with exceptional service.

## **What we will do**

All customers are dealt with seriously and impartially and are responded to promptly – regardless of the subject matter, medium or the country in which the complaint has been made.

We aim to acknowledge your comment or complaint within three days and will seek response to feedback or resolution of complaints within seven working days. We will draw on information received from your customer comments and complaints to improve our services and products.

## **What to do next**

How to make a comment or complaint:

Contact the person, department or office that you have already dealt with to fully explain your views or situation and ask for a response or assistance.

**Or**

Email – [customer\\_complaint@four.co.uk](mailto:customer_complaint@four.co.uk)

By telephone – 01753 648748 (Monday to Friday – 0900 to 1700)

## **Who will deal with your comments or complaint?**

We aim to resolve most issues at the first point of contact. The first member of staff who receives a communication from a customer is empowered to 'own' the comment or complaint and see it through to resolution, although he or she may have to liaise with other colleagues to gather the necessary information to respond effectively to the customer.

In more complex cases customers may receive the response to their comment or complaint from the person or department who is responsible for that aspect of our work.

In the infrequent cases where a customer's comment or complaint is of a serious nature, the complaint may be referred to Four Business Solutions Managing Director

[john.obrien@four.co.uk](mailto:john.obrien@four.co.uk)

## **Taking it further**

When things have gone wrong we will do our best to resolve matters quickly and fairly. We will:

- explain what went wrong and why
- apologise when it is appropriate
- take action to remedy the situation, when possible.

If, following this, you remain dissatisfied, then you may be able to refer your complaint to an external body for review. All customer comments and complaints are reviewed carefully, added to a wide range of internal and external measurements of our service performance and used to collate data of your perceptions and experiences.

These are shared across Four Business Solutions Ltd network with a view to improving our products and services.

### **External review**

Customers who are not satisfied with the response they receive can ask to have their case reviewed by an external body. The complaints manager will provide you with more information about the options available to you when he or she responds to your complaint.

The independent review bodies will ensure fairness and impartiality in the investigation of your complaint. Once a customer proceeds to the external review process, their complaint can no longer be dealt with by Four Business Solutions Ltd, unless the review body requires it.