

Customer Care

1. Intention

1.1 Aqua-Tech Cleaning Specialists ensures that at all times it maintains and is committed to good working practice and being customer focused.

1.2 To ensure that the customer is satisfied with the service that we provide we demand certain criteria to be met;

- At all times customers are to be treated with respect and courtesy;
- Efficient and professional service to be received at all times;
- To understand and meet individual customers needs, and to take account of their views when carrying out work;
- To ensure that the customer receives clear information or explanation whenever applicable;
- To be readily accessible to customers;
- Ensure that any other organizations on site receive clear information to maintain safe working practices.

1.3 Customers will be made aware of our service standards. Performance can then be measured.

1.4 If at any time a customer feels that our work is below standard they should complain using Aqua-Tech's complaints procedure.

1.5 All staff are fully aware of this policy and they are regularly trained in its implementation.

1.6 Aqua-Tech will not tolerate discrimination in any form.

2. Method

2.1 As detailed in 1.2 Aqua-Tech maintain customer care by ensuring that all of its staff and sub-contractors are fully trained in providing excellent customer care.

3. Employee Requirements

- To be prompt, polite and helpful at all times;
- Willing to listen and have access to any information required;
- To identify themselves when talking to customers and carry identity cards at all times whilst working;
- To be considerate and sensitive to the needs of the individual customer and to respond effectively;

- To be respectful and courteous to the customer at all times, and to respect their property;
- To be sensitive to the needs of customers with disabilities and any other special needs;
- When working to wear identity badges.

4. Appointments

- Mutually convenient times will be made for work to be carried out.
- Customers will be notified at the earliest convenience if an appointment has to be cancelled due to unforeseen circumstances e.g weather conditions, staff illness
- Arrangements can be made for work to be carried out of normal working hours if necessary.

5. Confidentiality

Any details or information regarding the customer will be kept in the strictest of confidence.

6. Communications

- All calls will be answered as quickly and efficiently as possible.
- If the call cannot be dealt with immediately all details will be taken and the customer will be called back when the necessary information is obtained;
- An answer phone service is available and calls are checked regularly during the day. All messages received will be attended to within 24 hours.

7. Correspondence

- All forms of correspondence will be answered within 7 working days.
- If a delay in replying is likely for any reason the customer will be kept fully informed as to why.

8. On Site

When carrying out work on customers homes employees will:

- Identify themselves to the customer via means of identity card before entering;
- Respect the customers home, property and household members;
- Avoid damage by taking necessary precautions, and to make good as and when; required
- As far as reasonably possible reduce the risk of dirt and inconvenience;
- Leave the property as found;

- Safety precautions to be followed at all times;
- Report any damages as soon as possible so that they may be remedied or a claim can be made;
- Notify the supervisor of any causes for concern relating to the household.

9. Monitoring Customer Care

- Service standards will be reviewed on an annual basis;
- Aqua-Tech will take into consideration the views and opinions of customers relating to our customer care policy.

10. Complaints procedure

Aqua-Tech operate an efficient complaints procedure whereby:

- Any complaints received are noted on a complaints procedure form (example enclosed);
- All complaints are dealt within 24 hours of being logged;
- In the event of a delay in rectifying the complaint the customer will be notified as to why and given an alternative date and time, such reasons could include adverse weather conditions, staff sickness and national holidays.