


00-02-04
Human Resources Management System
Company Customer Care Policy

Name	Position	Signature	Date
Nerys Stead	Head of HR		March 2018

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2. Policy

LOFT place great emphasis on customer care and our vision is to ensure we are the supplier of choice to our customers. Therefore, we seek to promote effective two-way communications by responding to any contact appropriately and using the information gained by such contact to improve our services and methods of operation.

We aim to respond to all types of contact made with or within the Organisation quickly, fairly and in a courteous, helpful manner.

Being fair to the customer includes:-

- Maintaining customer confidentiality
- Having no bias in favour of one type of customer or group of customers or one type of contact

Being 'courteous, helpful and responsible' includes:-

- Employees identifying themselves by name (there may be exceptions to this if there are security issues)
- In the case of complaint, advising complainant of points of contact, telephone numbers and addresses of personnel who are able to deal with the issues
- In any contact with customers, staff need to be aware that they become the face, the voice or the written word representing LOFT.
- If staff cannot resolve or deal with any matter themselves, they should ensure (as far as possible) that it is resolved or dealt with by an appropriate person

We view every contact as a useful source of information and such information could potentially be used to improve services or influence policy.

All employees have a responsibility to accept their personal involvement in the practical application of this customer care policy but specific responsibility falls upon managers, supervisors and staff involved in recruitment, employee administration and training.

3. Related Policies & Forms

00-00-17 Corporate Responsibility

4. Updates

Revision	Date	Updated By	Changes
1	March 2018	Nerys Stead	Creation of document
2			