



**DODDS ROOFING SERVICES LTD**

## **CUSTOMER CARE POLICY STATEMENT**

Dodds Roofing Services Limited aim to maintain our reputation as the leading provider of roofing services, consistently providing a high standard of workmanship from our highly qualified and motivated team while continually looking for improvement.

To enable us to achieve this, all employees need to be concerned with customer care.

This involves our clients but it should also be remembered that we have internal customers i.e. colleagues and other departments.

By providing the best customer care possible we expect to be able to:

- Improve customer satisfaction by enhancing the client's experience from estimate through to completion
- Become the Roofing Contractor of choice
- Retain existing customers
- Enhance the company's reputation.

### **Excellent customer service is delivered by staff who:**

- Demonstrate a positive attitude
- Take pride in their work and the appearance of their work environment
- Are helpful and anticipate customer needs
- Are helpful on the telephone and face to face
- Respond to queries or correspondence promptly and follow through
- Say "I'll find out for you" rather than "I don't know"
- Are polite and courteous at all times
- Take pride in their appearance, and that of company vehicles and tools, and dress appropriately for the work to be carried out
- Are knowledgeable and up to date with current policies and practice regarding diversity and equal opportunities
- Respect peoples' privacy and dignity at all times
- Ensure clients always know the person taking responsibility for the enquiry/project or problem. All major issues will be dealt with by a senior principal of the company.
- Act in a manner that meets Dodds Roofing Services Limited's and our client's expectations.

Customer complaints and compliments are monitored by the company and feedback given to the employees concerned. Follow up action will be taken as appropriate.

A handwritten signature in black ink, appearing to read 'GD', is placed over a light blue rectangular background.

**GRAHAM DODDS  
MANAGING DIRECTOR**

Date January 2009