WSZ JOINERS LIMITED, GALASHIELS

CUSTOMER CARE POLICY

WSZ Joiners Limited aim to maintain our reputation as a leading provider of Joinery services, consistently providing a high standard of workmanship from our highly qualified and motivated team while continually looking for improvement.

WSZ Joiners Limited are members of Construction Line and have attained Acclaim accreditation for Health & Safety. The Company complies with the following codes of practice:

Environment

Be aware of the environmental impact of sites and minimise as far as possible the effects of noise, light and air pollution. Efforts should be made to select and use local resources wherever possible. Attention should be paid to waste management and materials should be reused and recycled where possible.

Cleanliness

All working sites are to be kept clean and in good order at all times. Site facilities should always be maintained to a good standard. Surplus materials and rubbish should not be allowed to accumulate on the sites or spill over into the surroundings. Dirt and dust from construction operations should be kept to a minimum.

Respectful

Respectable and safe standards of dress should be maintained at all times. Lewd or derogatory behaviour and language should not be tolerated, under threat of severe disciplinary action. Pride in the management and appearance of sites and the surrounding environment is to be shown at all times. Operatives should be instructed in how properly to deal with the general public.

Safety

Construction operations and site vehicle movements are to be carried out with care and consideration for the safety of site personnel, visitors and the general public. No building activity should be a security risk to others.

Responsible

Ensure that everyone associated with the company and sites understands, implements and complies with this Code.

Accountable

The contact details of the registered company should be obvious to anyone that may be affected by its activities. All company vehicles, used on the public highway, must display the company logo and contact telephone number.

To enable WSZ Joiners Limited to achieve this, all employees need to be concerned with customer care involving our clients.

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 Joiner Contractor of choice for our clients
- 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 any complaint or issues to the client's satisfaction.
- Find an answer to client's queries
- 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 WSZ Joiners 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.