



## Customer Service Policy

Allied Protection is a progressive profitable service company which is looking to expand through customer retention, organic growth, and whenever possible via acquisition. In order to do so we recognise that the service we provide must extend beyond 'fixing things'. Our clients, whatever their market sector, invariably have dual responsibilities in the fields of Health and Safety and Customer Satisfaction, and all in one way or another are obliged to achieve and demonstrate Value for Money. In order to help clients achieve these objectives we seek to discourage confrontational postures and promote relationships built upon partnership. In an emergency our systems and equipment are often the first line of protection afforded to some of society's most vulnerable people. This is not a responsibility we undertake lightly. Our standards, accreditations and conduct are all intended to exceed the minimum requirements of the Fire Protection Industry, and we aspire to emulate best practice as it evolves.

We believe that partnering arrangements are a stimulus to good management because they oblige organisations to work to the benchmarks of their partners. This allows both parties to embed best practice and retain it long after the initial contract has expired. In our experience the most efficient way to provide outstanding customer service is to develop a rapport with administrators, site representatives, and service users, built on the free exchange of high quality management information, good channels of communication, mutual respect and a commitment to respond constructively to the needs of clients and their service users. In order to monitor and gauge the level to which our customer service provision meets your expectations, we periodically distribute Customer Feedback Questionnaires to Site Managers and Contract Administrators. The results are collated and fed into our ISO 9000 Quality Management System, along with any corrective or preventative measures which might improve them.

Some of our clients have been with the company since it was founded 20 years ago, whilst others have been with us for only a brief time. All have helped us to define the commitments set out below, and their input has shaped the way we do business. The commitments define the standards we expect from our staff and of any service providers who deliver on our behalf. All employees are introduced to them upon induction and periodically receive refresher training to heighten their awareness. Contractors, suppliers and sub-contractors are also provided with copies of this policy, which can be accessed via our web site at [www.alliedprotection.co.uk](http://www.alliedprotection.co.uk).

### Our Customers

We make every effort to ensure that we understand what our customers require from us, and develop our services to meet their expectations.

#### We will:

- regularly seek feedback from them about our services
- ensure that their input helps to shape the services we deliver
- be honest about what we can and cannot do

## **Our People**

We recognise that we are reliant on our staff to deliver great Customer Service

### **We will:**

- ensure that they are trained, competent and motivated to deliver great Customer Service
- ensure that they treat every customer with respect, courtesy and understanding
- train every member of our staff to deliver great Customer Service

## **Reaching us**

We will ensure that clients and service users are provided with multiple pathways to contact us and access the services they need 24/7/365.

### **We will:**

- make information about Allied Protection and its services easily available.
- provide contact numbers appropriate to the needs of clients and service users
- provide a welcoming friendly response under all circumstances

## **How we communicate**

We want to make every contact a positive experience for our customers and in order to do so

### **We will:**

- always listen carefully to what customers and colleagues say.
- be polite and honest.
- give a contact name and details.
- let people know what will happen next.
- point people in the right direction if we can't help
- provide a suitable environment and ensure confidentiality.
- write letters, emails and procedures that are easy to read and understand.
- respond to letters and emails promptly
- let people know if there will be a delay in providing an acceptable response
- ensure that answer-phone messages are clear, and inform people when they can expect a reply, or offer them an alternative point of contact

## **Measuring how we perform**

We want to make sure that our commitment to Customer Service is making a difference, and we will assess our success by measuring what our customer's value.

### **We will:**

- seek regular feedback on Customer satisfaction.
- publish details of how customers can make complaints, pay compliments and give us feedback
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.
- set specific Customer Service standards and publish the results.