

Customer Care Policy

Policy Statement

GRD aims to set clear standards of service and to regularly review and improve its performance. GRD's resources will be used effectively and efficiently in order to provide the highest standard of service to all customers.

GRD will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential customers of GRD will be consulted with, and their views will be used to continually improve the service provided.

Standards for Customer Care – Targets:

Appointments:

- To see visitors within 5 minutes of any appointment that has been made.
- At external meetings employee's should arrive a minimum of 10 minutes early, dressed appropriately.
- All employee's should carry identification at all times.

Answering telephone calls:

- All calls with be answered " Hello GRD Building Contractors".
- All calls should be answered within 5 rings.
- Any missed calls should be returned immediately.

Dealing with projects:

- Generally - to always knock on the potential client's door exactly on the appointment time.
- Initial site visit – to explain how we communicate and plan the project.
- Pre start meeting – to set up standard communication links, discuss programme, sign contracts.
- During – to ensure we do what we say we will when we said we would do it.
- During – to deal with any complaints quickly.
- After – to send out a client follow up questionnaire.