

# Customer Care Policy

October 2023



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## Customer Care Policy

Ecofficiency is committed to providing professional, quality services that provide excellent value for money for all their clients. To achieve this goal, we will ensure a set of common agreed standards have been identified and will be regularly monitored, to maintain and improve customer care performance.

### Dealing with Customers – we will:

- Treat everyone with respect and courtesy
- Provide customer care training for all new staff, with follow-up training thereafter to ensure that staff provide a helpful and friendly service
- Offer a professional and effective service based on up-to-date information sources and technology

### Comments and Complaints Procedure

We actively encourage and welcome any comments and complaints in order to further improve the service we provide.

Comments and complaints may be received in various ways, i.e., by telephone, in person, by e-mail or in writing.

Complainants shall be made aware of the official procedure and given the opportunity to formally submit their comment or complaint. In line with our ISO9001, ISO14001 and ISO45001 accreditations all comments and complaints are reviewed, audited and reported to Board Level.

### Telephone Calls

We will endeavour to answer your call within 15 seconds (approximately 4 rings) between the hours of 08:00 – 17.30 pm on working days and 08:00 – 12:00noon Saturdays. An answering machine is in use when the office is unoccupied.

### Dealing with Correspondence

We will endeavour to respond to your letters, faxes and e-mails within 2- working days of receipt.

Signed:

Managing Director

July 2022

A handwritten signature in black ink, appearing to be "J. Ram".