



Customer Care Policy

Rydon



Customers leading the way

Background

Rydon is committed to providing a professional, respectful and efficient, high quality service that meets or exceeds the expectations of our customers.

For the purposes of this policy, we define customers as the end users of the services and facilities we provide for our clients. These include:

- Tenants, leaseholders, shared owners or owners of properties we are constructing or improving;
- patients or service users in health facilities;
- pupils or staff in schools;
- or members of the public and partner stakeholders.

Policy

The following statements set out Rydon's commitment to achieving the level of service our customers can expect at all times:

We will:

- Provide competent and professional staff to safely carry out all services and works;
- Set a strict standard of conduct, for all staff, from the point of induction and monitor this at all times;
- Provide a fair and equal service to all customers;
- Provide customers with as much information as possible about the type of work to be carried out and of how it might affect them;
- Consult customers and consider their opinions on services and delivery of works which will have a direct impact on their property;
- Respect and uphold customers right to privacy and confidentiality;
- Minimise the impact our works have on day to day living for our customers;
- Carry out works safely and efficiently, using appropriate signage, protection;

- Endeavour to finish works on time, to a high specification;
- Closely monitor and manage the quality and standards of work our subcontractors deliver;
- Regularly seek and actively listen to customer feedback on the range and quality of services provided;
- Treat all complaints or queries fairly and professionally and respond promptly and effectively;
- Ensure that customers can contact us easily at our offices, by telephone, email, fax, etc, during agreed office hours;
- Advise customers of the appropriate out-of-hours contacts and/or emergency arrangements;

The procedures followed by each division and business stream to deliver the principles of this policy statement will vary in accordance with the nature of their work and their specific customers/clients. Details of our customer care procedures can be made readily available to customers/clients upon request.

Governance

All policies within the company are approved by the Group Board which is chaired by the Chief Executive. Each policy is reviewed at least once annually to ensure that we respond to clients, business strategy, legislation and any standards or codes of practice determined by the mark.

*Signature(s) removed for security reasons:
Signed copies available on request*

Signed: _____

Robert Bond
Group Chief Executive

Dated: March 2017