



# **Mitre Construction**

*External & Internal Refurbishment Specialists*

## **COMPANY POLICY**

### **Customer Care Policy**

Mitre Construction Co Ltd recognise that customer care is a vital aspect of Company Operations and there is a necessity to formalise our approach to the way that we deliver customer care.

The specific aims of this policy are to:

- Give customer care a high corporate priority
- Regularly ask customers for their opinions about our services and use that information to improve the service that we provide.
- Ensure our employees are trained and competent to deliver our services.
- Regularly monitor our customer care strategy to ensure that the needs of all our customers, clients, residents, consultants, sub-contractors and suppliers are met.
- Provide easily accessible, simple systems for customers to record complaints about any aspect of the company's activities.
- Have a defined and documented system to resolve complaints within reasonable and defined time frames.
- Issue and implement a code of conduct for all staff who work in occupied dwellings to explain our definition of reasonable conduct and to enforce it via disciplinary action if required.
- Create and issue a Customer charter that sets out minimum standards that our customers should expect.

The policy is delivered via three important documents and these should be referred to when reading this policy.

Version 3: August 2015

- The customer charter
- The code of conduct
- Performance measurement and continuous improvement tools



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