

## **Customer Care Policy**

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

Pre-Heat 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 Pre-Heat will be consulted with, and their views will be used to continually improve the service provided.

### Accessing Us

Our Customer Services operate from 8am-5pm, Monday to Friday (excluding Bank Holidays). Outside of these times we offer 24/7 telephone access to standby engineers who can deal with unexpected emergencies. You can also contact us via email [info@pre-heat.co.uk](mailto:info@pre-heat.co.uk)

### Our People

We ensure that our staff are equipped and empowered to give you a 1<sup>st</sup>-time resolution, be that when you telephone us or when we visit you. Our staff are trained to deal with you confidently, efficiently and with empathy, regardless of the nature of your enquiry. All staff will give their name; we firmly believe in staff being accountable for their actions and to take full ownership of issues.

### Our Systems

We invest heavily in our customer service systems. We want to ensure that information we give you is always current and accurate and that when you communicate with us we will be able to help you in a manner that does not waste your valuable time. We continually seek ways to improve, and hold regular audits of our processes, performance standards and customer handling.

### If Things Go Wrong

We continually strive to improve our service to you, but things unfortunately do go wrong on occasion. Your complaints and feedback are important to us. If you call or write, with either, we will endeavour to resolve the problem within 3 working days, writing to you within 7 working days with details of the action we have taken. Should you remain unhappy at the action we take, your problem will be escalated, ultimately to the Managing Director.

### Regulations

We recognise that you expect us to deliver work of the highest quality that conforms to standards defined within legislation under which we are governed. We therefore fully comply with regulations and standards as defined by Corgi, OFTEC, NICEIC and HETAS.

Simon Booth  
Managing Director

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