



## **Customer Services Policy**

Amberon Group Ltd

Amberon House

Aspen Way







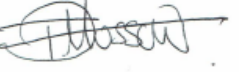


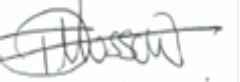
Paignton

Devon

TQ4 7QR

Revision Date 8<sup>th</sup> January 2019

## Revision Status

Revision	Date Issued	Approved By	Signature
1	05/01/2009	D Burnett	
2	05/01/2010	D Burnett	
3	05/01/2011	D Burnett	
4	05/01/2012	D Burnett	
5	05/01/2015	T Musson	
6	05/01/2016	T Musson	
7	06/01/2017	T Musson	
8	08/02/18	T Musson	
9	13/02/2019	T Musson	
10	14/02/2020	T Musson	

On receipt of this document/revision, please destroy all previous and now obsolete copies.

**The next review is due: 14th February 2021.**

# Customer Services Policy

Amberon Ltd has the clear aim to offer the best possible service to our customers. This is one of our key business objectives. As such Amberon Ltd will focus on these key areas of Customer Service:

- **Courtesy** - Employees of Amberon Ltd will exhibit customer friendly service skills, be knowledgeable, professional and courteous at all times. This should be extended to every element of the business from driving style and behavior to dealing with stakeholders and the public on site.
- **Confidentiality** - All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence in line with our Data Protection Policy.
- **Communication** – Representatives of Amberon Ltd can be reached by post, phone, fax and e-mail. All correspondence will be responded to in a clear, concise and timely manner. In the next section of the policy you will find guidance on handling telephone calls.
- **Consistency** – Amberon Ltd constantly reviews policies to ensure that we provide a consistently good service to all partners. Measurements and improvements will be made over time and may come from contractual obligations with new clients.
- **Handling complaints** – Amberon Ltd seeks fair, just and prompt solutions when possible to any complaints and appeals. As such we have a detailed complaints procedure, please see AMB0024 appended below.
- **Access to information** – (Confidentiality Statement) Amberon Ltd complies fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by Amberon Ltd is fully accessible to that person for review or editing by contacting the General Manager. Further details of the Data Protection Act 1998 can be found from the Information Commissioners Office at:  
[www.legislation.gov.uk/ukpga/1998/29/contents](http://www.legislation.gov.uk/ukpga/1998/29/contents)

This policy should be made available in digital version on the company dropbox system, in hard copy in each depot location and on the company website to be made available to members of the public.

### General Expectations of Amberon Employees:

All staff must be aware that when you are dealing with members of the public, or visible to members of the public you are representing Amberon. This is the case whether you are traveling to or from work in branded uniform, PPE or vehicle, on a break or in the middle of a shift. It is important to maintain a professional appearance and attitude that includes:

- How you are presented. The appearance of you and your vehicle have a direct bearing on people's perception. Are you wearing the correct uniform and PPE with a clean well-maintained van?
- What you say. Swearing and bad language may be tolerated in the depot environment or by some contractors but under no circumstances should the public have to tolerate it. Be aware of your surroundings.
- The attitude to a client or stakeholder. Any and all messages should be delivered courteously and politely – even if you are telling a client that a job cannot go on because it is unsafe.

It takes a lot of time and effort to build a professional reputation and just one indiscretion from a careless member of staff can lose that reputation.

Further guidance for staff is available in "Amberon Golden Rules – WI0028" which also forms part of the Amberon Induction Process, is available on drop-box and in hard-copy in each depot location.

### Customer Services Measurement and Improvement:

The reasons for measuring and recording Customer Service Levels and Complaints are to enable Amberon to improve in its service. To enable this Amberon are committed to a proactive approach to measuring Customer Service Performance using a Customer Satisfaction Survey (AMB0042).

The Customer Satisfaction Survey will be completed as impartially as possible by an Amberon representative to include a countersignature from the client's representative or it can be completed in isolation by the client's representative and returned to Amberon.

Key Clients, as identified by the National Sales Manager, will require Customer Satisfaction Survey completing bi-annually. This maybe set as a KPI to the Key Account Managers or Regional Sales Managers overseeing the relationship with the client.

The Customer Satisfaction Survey will be reviewed, collated and archived by the General Manager and used as part of the audit system for NHSS accreditation.

Any issues and or occurrences that require discussion or general improvement will be raised by the General Manager in the next scheduled Regional Managers meeting. Items that are highlighted that require immediate escalation will be dealt with by the appropriate regional manager.

Further to this Amberon Ltd will use "Mystery Shoppers" to assess the levels of customer services adopted during telephone calls to depot locations, contracts managers, sales staff and other management. As a result of this Amberon has issued this guidance for handling telephone calls:

- Establish the caller's name and the company they are calling from.
- Ask for contact details for them – phone number and/or email address.
- If you want them to send you the job details by email then take their email address and send them a welcoming email and ask them to reply to it.
- Try to answer the phone within 2-3 rings.
- Try to minimise back-ground noise, chatter etc.
- Thank the caller for ringing.
- Answer in a friendly voice.
- Give the caller your name.
- Give the name of the location and business when you answer the call.
- If you are going to place someone on hold, ask them to hold and use the hold button.
- When taking a transferred call thank the caller for holding.
- Ask questions to determine the caller's needs:
- Ask about man on site.
- Ask about road space / council permissions / restricted hours.
- Offer to send a confirmation of prices / quote.
- Ask for an order number / job reference.

- Offer any information relevant to the product or service that has been asked about.
- Invite the caller to come in to discuss the product/service in more detail.
- Confirm your request and ask for the business – PO to secure the booking.
- Thank them for the order / business / enquiry / call.
- End the call politely and professionally.

**Busy? Take the details for the booking and arrange to call them back. Try to accommodate them – if you can't then call back and apologise and offer an alternative.**

#### **Statement of Complaints Procedure** (AMB0024)

Amberon Ltd implements the following complaints procedure:

Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve by having a system which is flexible yet robust.

All complaints will be dealt with in the same way whether they relate to a technical issue, accounting issue, staff issue or another factor.

#### ***Whatever your complaint we will:-***

Ensure the complainants confidentiality.

Review the issue thoroughly and give the complainant a full response within 5 working days.

Deal with the complainant in a polite and courteous manner.

#### ***Please direct complaints to Terry Musson (Managing Director)***

By Post to: Amberon Ltd, Amberon House, Aspen Way, Paignton, Devon. TQ4 7QR.

By Email to: [terry@amberontm.com](mailto:terry@amberontm.com)

A CAPA system is used to provide management and closure of non-conformities including complaints (AMB0194) All complaints are reviewed during Regional Management Meetings.

**If the complaint represents an urgent Health and Safety breach please immediately call 0845 371 5050.**

In addition to the above formal process Amberon are also committed to capturing any additional complaints by utilising the internet review service:

[www.freeindex.co.uk](http://www.freeindex.co.uk)

This service is linked to the Amberon website and is checked regularly by a senior member of Amberon's Management.