

INGLIS PM

CUSTOMER CARE & QUALITY POLICY

In accordance with the core values of the Inglis PM, our customer care and quality policy will comply with the basic principles of ethics, legality, prudence, equality, safety, timeliness, fairness, transparency and simplicity.

In order to ensure that all customers receive appropriate support and services which are compatible with the above principles, our policy is to:

1. Provide accurate, timely and meaningful information about Inglis PM services, costs and relevant policies enabling customers to make fully informed choices.
2. Operate efficient and fair procedures and practices which are relevant to customer needs and expectations.
3. Respond courteously, promptly and efficiently to all enquiries, requests for assistance and expressed concerns.
4. Welcome and seek, as well as, monitor customers' views regularly on current or potential services in order to inform the ongoing development of increasingly relevant and efficient procedures, practices and policies.
5. Listen to our customers and develop our service to meet or exceed those needs and expectations.
6. Treat our customers with respect and integrity, ensuring our employees are responsible, accountable and customer-focused in everything they do.
7. All complaints regarding defects or the standard of work on site will be referred to Management who will try to rectify the situation. If a resolution cannot be met the issue will be referred to the Managing Director, Iain Mulholland.

Our Quality Assurance Policy is reviewed annually by the Managing Director.

Name:

Signed:

Date:

Job Title:

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Please confirm you have read and understood this policy document by signing the acknowledgement below.

NAME	SIGNATURE	JOB TITLE	DATE