



# Customer Care Policy

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CLI Heating Ltd. are committed to service delivery that is totally customer focused. This philosophy is underpinned by our Customer Care Policy, which is shown below. Customer Care training is undertaken in-house to ensure that all levels of staff are made fully aware of their roles in Caring for the Customer.

At the heart of this commitment is communication: honest, timely and sensitive to the customers needs. We place the highest emphasis on respect for our customers: we work in partnership with both customers and suppliers to achieve jointly set project goals.

We place great importance on the valuable feedback we receive via our Customer Satisfaction Surveys and tenant questionnaires which every client is invited to complete at the end of each project. Our Customer Care is our culture: an attitude and action philosophy.

## **CUSTOMER CARE POLICY**

CLI Heating Ltd. aim to provide a professional service to exceed our clients quality and service expectations.

### **To achieve this, our objectives are to: -**

- ❖ Establish customer needs and perception of products and services.
- ❖ Customise our products and services to ensure they are designed, produced and delivered to exceed our customer requirements quickly and efficiently.
- ❖ Provide customers with effective and innovative solutions to their problems.
- ❖ Facilitate a teamwork approach with all involved parties to ensure client expectations are realised.
- ❖ Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.
- ❖ Seek to minimise disruption to customers and third parties.
- ❖ To report, log, monitor and learn from Customer/client feedback. This is then incorporated into our Customer Manual.

Reviewed by Malcolm Edwards.

This document will next be reviewed on Oct 25<sup>th</sup> 2011