

Bishop & Levett Ltd - Policy on Quality Management – managing customers and managing customers complaints

Bishop & Levett are committed to providing the highest levels of customer service at all times and have developed a clear commitment to you.

We have outside quality controls as well as our in house quality management. We are accredited to Chas, Constructionline and Safe Contractor. We employ a Health & Safety consultant – Tennyson Suite, who make regular spot check visits to our sites to ensure safety is of paramount importance, to both our employees and customers.

We will endeavour to ensure that all telephone calls are answered within 3 rings where possible, or if office unmanned an answering service is provided, and any calls are responded to as soon as possible, if this is not practical, then within 24 hours.

Any queries that are raised from clients we aim to respond to within 24 hours, ensuring that a clear plan of resolution is put in to action.

When responding to a request for a quotation, we aim to visit the property and furnish you with a written quotation within 2-3 weeks, depending on the size and detail of the project.

Customer complaints

We are committed to giving you the highest quality service and you can trust that we will work hard to resolve your complaints.

Although we aim to do our best, there are times when things go wrong. If you have a complaint about any aspect of our service, you can trust that we will take it seriously, work hard to resolve the problem.

If you are unhappy with our service, and would like to make a complaint please take the following steps:

Contact the office and speak to either Mr Levett or Mr Bishop.

or

E-mail us at info@bishopandlevett.co.uk

Naturally we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken.

Michael Levett

Director

22nd March 2011

Reviewed annually