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Commendium Ltd  
Customer Care Policy

Ver 2.0

25<sup>th</sup> June 2007

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Issued by: Richard Walters  
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## 1 PRINCIPLE

The aim of this Policy is ensure a high quality of activity within Commendium Ltd (“the Company”). It is expected that these procedures will be modified from time to time. The Policy covers aspects of work to do with general activity with the company and when dealing with customers and suppliers.

## 2 AUTHORITY

These Policies have the full support of the directorship of Commendium Ltd and therefore constitute an instruction. Persistent non-adherence to them is a matter for disciplinary action which is detailed in the Employee Handbook.

## 3 CUSTOMER CARE STATEMENT

The Company specialises in providing consultancy and other services in telecommunications and customer services. The Company also provides call centre services for some clients.

The objective of the management of the Company is to provide these services in a manner which satisfies their customers’ needs and expectations and conforms to contractual and regulatory requirements. It is the view of the Company that its staff merit the same level of service and consideration as its clients.

We take every opportunity to understand what our customers need, and develop our services around our customers’ expectations.

**We will:**

- regularly ask customers for their opinions about our services.
- ensure that our customers help shape the services we deliver.
- be honest about what we can do and what we can’t.

**Our people**

We recognise that we rely on our staff to deliver great Customer Care. **We will:**

- ensure our staff are trained and competent to deliver our services.
- ensure our staff treat every user of our services as we would wish to be treated ourselves with respect, courtesy and understanding.
- train every member of staff, and every associate, in Customer Care.

**Contacting us**

We will provide different ways to help people contact us quickly, usually telephone and email. **We will:**

- Make information about Commendium and its services easily available and accessible to customers.
- Ensure that an escalation procedure, with nominated points of contact, is provided to every customer.

Customer care is important to everyone in Commendium

### **How we communicate**

We want to make every contact a positive experience for our customers. **We will:**

- always listen carefully to what customers and colleagues say.
- be polite and honest.
- give a contact name and details.
- let people know what will happen next.
- point people in the right direction if we can't help.
- provide a suitable environment and ensure confidentiality.
- write letters, emails and publications that are easy to read and understand.
- we will acknowledge your complaint within two working days.
- we hope to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply with details of who is dealing with the matter.
- ensure answer-phone messages are clear and tell people when to expect a reply and offer an alternative contact.
- when we contact you, we will also tell you what you can do if you are not satisfied with our reply.

### **Measuring how we perform**

We want to make sure that our commitment to Customer Care is making a difference, and we will assess our success by measuring what our customers value. **We will:**

- seek regular feedback on Customer satisfaction.
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.

## 4 COMPLAINTS

### CUSTOMER COMPLAINTS

On receipt of a complaint from a customer, establishes the facts and, if relevant, records the problem in the Customer Complaint Register.



Whoever has received the complaint passes on the situation to the relevant Project Manager who determines the most appropriate course of action, which is recorded in Customer Complaint Register.



Project Manager ensures that the actions identified in the Customer Complaint Register are carried out.



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MD, periodically review the entries in the Customer Complaint Register and ensures that the subject is discussed during the Management Review Meetings.