



## **Customer Care Policy**

The Directors and senior management of the Countrystyle group are committed to providing professional, quality services that are value for money. To ensure this is achieved, a set of common standards have been identified which will be regularly monitored, to ensure that we strive to maintain and improve customer care performance.

(i) **Dealing with Customers - We will:**

- Treat you with respect and courtesy
- Provide customer care training for all new staff, with follow-up training thereafter to ensure that staff provide a helpful and friendly service
- Offer a professional and effective service based on up-to-date information sources and technology

(ii) **Comments and Complaints Procedure**

We welcome your comments and complaints in order to further improve the service we provide. Complaints may be received in various ways, i.e. by telephone, in person, by e-mail or in writing. Complainants shall be made aware of the Comments and Complaints Procedure and given the opportunity to formally submit their comment or complaint. We will ensure that the Comments and Complaints Procedure is published and accessible to all.

(iii) **Telephone Calls**

We will endeavour to answer your call within 15 seconds (approximately 4 rings) between the hours of 7am and 7pm on working days and 7am and 1pm on Saturdays. An answering machine is in use outside of these hours and when the office is unoccupied.

(iv) **Dealing with Correspondence**

We will endeavour to respond to your letters, faxes and e-mail's within 5 working days of receipt or more quickly if time is critical to resolve the complaint.