



## CUSTOMER SERVICE POLICY

B & B Fabrication regards every person who contacts them, for any reason whatsoever, to be a valued customer.

B & B Fabrication is committed to providing the best customer service possible and will endeavour to process each enquiry as quickly as possible.

B & B Fabrication is committed to providing our customers with high quality service which meets reasonable expectations.

B & B Fabrication recognises that our customer's needs are as unique and varied as the individuals themselves. Business will be fair and completed in an appropriate time frame and our customers will be treated with honesty and integrity at all times.

B & B Fabrication recognises that by providing high quality customer service we are helping to service our customers in the best possible way.

We will not give any customer the 'run-around'. If an individual cannot directly help a customer, it is their responsibility to ensure that they find someone who can and then put them in contact with the customer.

If the person who is able to help the customer is unavailable it is the responsibility of the person who receives the call to ring back the customer and advise them of a time when the appropriate person will help them.

### **Our commitment to customer Service is demonstrated o**

- Never accept near enough as good enough
- Deliver warm, friendly service at all times, leaving our customers with a positive view of the experience
- Ensure everyone has the information they need at their fingertips
- Use feedback to challenge and improve our processes
- Show our customers that they can depend on us.

This policy applies to all workers, agents and contractors of B & B Fabrication and to any person or organisation that acts for or represents it.

**Signed:**

*BBrewer*

**Date:** 01/12/16