



## **CUSTOMER SERVICE & COMPLAINTS POLICY**

### **Customer Service Policy**

Home Republic Limited aims to provide a level of care that exceeds industry standard.

We understand that our customer is the key to a profitable business. Our aim is for our customers to value the service we provide as highly as we value their business.

We will manage our customers' expectations to give them what they require by:

- understanding the priorities of the customer
- delivering a level of service to satisfy our customers in the context of a proper commercial understanding
- independently measuring the customers' satisfaction with our service
- providing communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation
- responding to the feedback to provide an improved level of service

Home Republic Limited believes that customer's image can be further enhanced by selecting a contractor who is committed to ensuring that excellent care is provided.

We recognise that a major benefit to our client is to be provided with a project construction period free from third party complaints.

### **Complaints Policy**

Home Republic Limited aims to achieve excellence in customer care through a process which:

- provides a framework for processing feedback consistently
- ensures all feedback is dealt with in a timely and appropriate manner
- encourages feedback through numerous methods
- provides impartial consideration of concerns and complaints
- resolves complaints to the satisfaction of both the company and complainant wherever possible
- learns from feedback and makes recommendations for future improvements

### *Feedback and Complaints Process*

Any party may provide feedback to any employee of Home Republic Limited at any time about any aspect

of the company's activities.

Comments can be submitted in a variety of ways:

- Post: Managing Director, Home Republic Limited, 23 Mariette Was, Greater London, SM6
- E-mail: [business@home-republic.co.uk](mailto:business@home-republic.co.uk)
- Telephone: 0208 680 1419

All feedback, particularly that pertaining to a complaint, is to be dealt with sensitively and confidentially as far as practicable.

### *Receiving and acknowledging feedback*

When feedback is raised an appropriate response should be acknowledged within one week of receipt. All feedback should be forwarded to the company managing director to learn and share best practice.

### *Complaints*

Complaints are to be registered and detailed in the Customer Complaints Register and notified to the managing director immediately upon receipt.

Responding to the complaint is delegated by the managing director to a project manager responsible for its acknowledgement and action as quickly as practicable.

Complaints are to be investigated and resolved to the satisfaction of all parties wherever possible.

The project manager responsible will propose improvements and/or the necessary actions required to resolve and address the complaint.

If a complaint warrants a more objective/ independent investigation it should be forwarded immediately to the managing director for re-assignment.

Complaints are reviewed monthly to ensure appropriate action has been taken in a timely manner to address the complaint and to ensure that a satisfactory response has been forwarded to the complainant.

Details of all actions regarding complaints must be recorded in the Customer Complaints Register.

All complaints are reviewed at the monthly management meeting which is attended by the managing director.

**Name:** Aleksejs Strikovs

**Position:** Director

**Signature:** 

**Date:** 01 October 2019

*This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.*