

Customer Relations Policy

Our Commitment

Malakoff Limited is fully committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all products and services.

Introduction

Company policy towards customers both internal and external is as follows:

- To provide the best possible service to customers and their representatives.
- To avoid personal animosity, respect others culture, religion, race, sex and age.
- To be helpful and polite in dealing with the customer regardless of situation or context.
- Where difficulties arise, staff will ensure that management are informed or consulted explaining the problem accurately and steps taken to rectify the situation.
- Management will ensure that where customers' problems cannot be resolved by staff that they will take personal charge in order to conclude the matter.
- Management will ensure that all staff members are made aware of company policy regarding customer relations and customers' rights under the law.

Customer Requests

- Customer requests will be dealt with promptly.
- Where a customer requests completion of work for a particular date, all efforts will be made to meet that date with due regard to other priorities, schedules and availability of materials.
- Customers will be given a realistic date for the completion of work.
- Where an agreed completion date cannot subsequently be met, the customer will be offered an alternative solution wherever possible and a new completion date agreed.

Communication

- Employees will pass information to and from customers and others (employees, management and other customers) accurately and promptly.
- Promises made to customers will be followed up and every effort made to honour such promises.
- Where something promised to a customer cannot be fulfilled in the stated time or manner, the customer will be contacted as soon as practicable and an alternative offered to mutual satisfaction.

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E-mail: enquiries@malakofflimited.co.uk

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Complaints Procedure

- Regardless of the nature of a complaint or the ability of employees to resolve the issue, all complaints must be reported to management immediately.
- All complaints will be dealt with as quickly as possible, in order to maintain the good will of the customer.
- Where the cause of the complaint requires investigation, all efforts will be made to carry out that investigation immediately. Where this is not possible then the investigation will be carried out at the earliest possible moment.
- In all circumstances, the customer will be informed about actions taken and the timescale involved.
- Where the subject of the complaint is clearly the responsibility of the company, employees will immediately take steps to resolve the problem to the satisfaction of the customer and with due regard to the customer's statutory rights.
- In circumstances where employees are unable to resolve the problem or the customer is unwilling or unable to accept the solution offered, the problem must immediately be reported to management.

In all circumstances the key to resolving customer complaints can be defined as follows:

- Quick reaction.
- Positive action.
- Keeping the customer informed.

Policy Review

The policy will be reviewed annually during the Management Review meeting and updated as and when any new regulations or processes are introduced within the company.

Signed By:  Director

Date: 26th July 2021

Endorsed By: **Allan Gould, Non-Executive Director**
Douglas Stevenson, Director
Colin Duncan, Director

Date: 26th July 2021
Revision: REV 1

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