

CUSTOMER CARE POLICY

We at Christie Intruder alarms strive to provide customers with the very best level of service that can be expected. Our goal is to 'delight' every time and we are committed to our Customer Care Policy for all jobs regardless of size.

We aim to:

- Deal with customers quickly, honestly, fairly and respectfully
- Be trustworthy, knowledgeable, reliable and respect confidentiality
- Consider the customer's needs
- Keep appointments on time and respond quickly and helpfully for all customer needs
- Look and act professionally, wearing appropriate clothing
- Always be efficient and effective to ensure best value for the customer
- Always deliver what we say we will, with minimum disruption.
- Meet our service/installation deadlines and inform customers of any delays
- Listen to feedback, act on it and respond
- Keep customer informed of new and improved services available
- Perform duties in line with company procedures and Quality system
- Answer the phone within 3 rings

How we do this:

- Quality system procedures include Customer Services standards and requirements for staff to aim towards
- Each employee is included in our Customer Services Training Programme and evaluated
- Company Objectives are shared with all employees and future planning needs communicated
- Departmental We Wills are encouraged and reviewed each year relating to organisational needs
- Business plans are developed and followed through to a successful conclusion;
- Core values maintained and staff performance measured against these
- Staff are appraised and encouraged to develop skills
- Each employee works towards the common goals/core values/mission statement of the organisation and is annually appraised. Objectives are developed each year so ensure staff achieve these goals.
- Staff have a code of conduct pledging to work together to deliver our products and services



Colin Langdown

CIA Managing Director

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