

## **CUSTOMER CARE POLICY**

At Fallow Management Ltd we believe that customer care is not only about dealing professionally with our customer but all those people, to whom we offer a service, this could include members of the public, sub-contractors and tenants.

### **Customer Care Objectives:**

- All Fallow Management Ltd staff members are trained in being polite, helpful and above all respectful.
- Our staff members will remain professional and do their best to uphold the standards of Fallow Management Ltd and the values of our customer all times.
- All customer complaints will be dealt with confidentially and swift appropriate action taken.
- We will work safely, legally and reliably at all times.
- Our management team will work closely with our customers ensuring any changes required in the cleaning specification will be implemented immediately.
- We will maintain excellent personal relationships with our customers at all levels.
- We will show honesty and directness in our dealings and not be afraid to admit when we have made a mistake.
- Our staff members will keep their uniform in a smart and presentable condition at all times.
- All our working equipment will be kept clean and serviceable at all times and equipment will always be presentable as dirty equipment portrays an unprofessional image.

### **Summary**

Our staff members understand that they are the ambassadors of your site and our company and they will endeavour to behave accordingly.