

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.