

## **CUSTOMER CARE POLICY STATEMENT**

Bury Developments Ltd is committed to providing, maintaining and improving this Customer Care Policy.

### **CUSTOMER CARE AIMS**

Bury Developments Ltd aims to provide quality building and related services to its customers by:

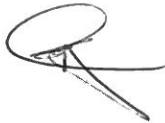
- Delivering all our services in a friendly responsive and reliable way.
- Treating customers with respect and courtesy.
- Providing a standard of service that meets the expectations of its customers.
- Training its workforce to provide a defect free service.
- Dealing with issues in a timely manner.
- Taking a problem solving approach.
- Providing comprehensive explanations of any actions to be taken.

### **POLICY PROCEDURES**

In order to put this Policy into practice Bury Developments Ltd will:

- Deal with requests, enquiries and concerns promptly.
- Provide customers with accurate and relevant information and advice.
- Welcome customer's views on our services.
- Consult regularly with a wide range of customers to ensure its services are appropriate and accessible.
- Treat all complaints seriously.
- Regularly review and improve its service.
- Review this Policy on a regular basis
- Bring this Policy to the attention of all its employees and any others working for the Company.

Signed



Date

7/4/14

Managing Director:  
For and on behalf of Bury Developments Ltd