

POLICY DOCUMENT

LCB Construction

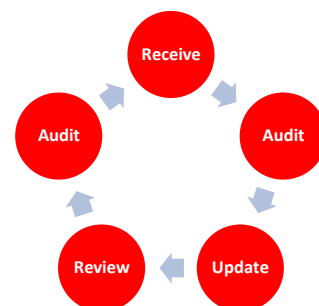
Customer Care & Complaints

Customer Care and the Complaints are at the forefront of our business activities and are incorporated into every aspect of business through our policies and procedures. LCB Construction aims to provide tenants and clients with the very best level of service, in all areas of service delivery. Our goal of complete satisfaction is achieved by our commitment to follow our Customer Care policy. In order to ensure customer satisfaction we will ensure that:

- Customer Care will be provided in a professional manner by well trained and knowledgeable staff
- Every employee will give priority to the consideration of the needs of the individual customer, adopting a professional and positive approach and taking pride in our service.
- All of our services will consistently seek to attain a defined and published standard of quality taken from our quality manual.
- We will deal with any complaints promptly, effectively listening to customers when they express dissatisfaction or complain.
- All customers will be treated courteously with honesty and respect, with a view to establishing a close working relationship, based on trust.

LCB Construction incorporates a review of existing processes and procedures, to ensure high levels of customer satisfaction are maintained. We continually seek feedback from our clients and ask them to complete a confidential non-contractual questionnaire upon which they can submit the feedback on Key Performance Indicators, including punctuality, quality, and customer service. With this feedback we can-

- Understand the priorities of the customers/tenants
- Deliver a level of service to satisfy tenants/clients
- Continuously improve our service delivery
- Respond to customer feedback



Signed-

Liam Bevan (Managing Director)

Date- 07/02/2020

