

CUSTOMER SERVICE POLICY

1. Communication Methods

1.1. Customers can contact us via:

- 1.1.1. Phone – Mon-Fri 9:00-17:00 (excluding Bank Holidays)
- 1.1.2. Live chat - Mon-Fri 9:00-17:00 (excluding Bank Holidays)
- 1.1.3. Email
- 1.1.4. Letter

2. Over the Phone or Online

- 2.1. We will endeavour to answer all customer phone calls or online chat requests promptly
- 2.2. We will make all reasonable efforts to resolve customers' queries and questions during the call or chat subject to our fair usage policy
- 2.3. Where possible, we will give estimated timeframes for any follow-up work required and confirm this over email
- 2.4. We will agree call-backs if required
- 2.5. We aim to resolve all Customer Support tickets within 10 working days.
- 2.6. If we are unable to provide a full response after a maximum 10 working days, we will explain why, the work being undertaken and anticipated timescales

3. In Writing

- 3.1. We will send an acknowledgement of receipt of customers emails or letters within a full working day
- 3.2. We will respond within five working days of receipt with a proposed resolution
- 3.3. If the customer enquiry requires in-depth research or follow-up that will take longer than 10 working days, we will provide an expected completion date and details of the team member responsible for the response
- 3.4. We will provide regular updates on any on-going investigations
- 3.5. If we are unable to provide a full response after a maximum 10 working days, we will explain why and the work being undertaken

4. By Social Media

- 4.1. We will maintain our website with relevant information that is easily understood and accessible

- 4.2. We will share interesting, engaging, relevant and up-to-date information on our social media feeds to encourage interaction and feedback
- 4.3. We will reply to enquiries and posts on our social media platforms in a timely and professional manner
- 4.4. We will keep up to speed with engagement tools and trends

5. Compliments and Complaints

5.1. All customer feedback is important to us, whether positive or negative, because it helps us to transform our products and services to improve the customer experience.

5.2. General Standards

5.2.1. We are passionate about the quality of our services and products. Whenever a customer identifies a potential issue or an unmet expectation, we will:

- Have a single-point of contact to manage correspondence to ensure an efficient and thorough response
- Give customer feedback by responding in a timely manner
- Categorise and record the feedback
- Ensure to explain fully, the results of the investigation and the resolution proposed
- Utilise the intelligence gathered to learn from the situation and prevent future such occurrences
- Feedback to Team Members about performance issues as appropriate

6. Process

- 6.1. The Customer Success Manager (CSM) will be responsible for saving and overseeing all complaints and compliments
- 6.2. CSM will co-ordinate responses that are required from the relevant team members, including the Directors, Sales and Support Services, to ensure timely and effective responses

7. Escalation

- 7.1. The CSM will follow all avenues available to provide a thorough response
- 7.2. When a customer remains unsatisfied with the proposed resolution, the complaint will be escalated to the Managing Director or Technical Director as appropriate
- 7.3. We will aim to close all complaints fully within 20 working days' receipt of the original complaint

Date reviewed: 11.06.20

Reviewer: Mike Heckman, Support Services Supervisor