

Customer Service Charter

OUR OBJECTIVE

This charter sets out our commitment as to how our customers will be valued. We aim to continuously provide excellent customer service in efficiently fulfilling your needs.

OUR CUSTOMER SERVICE VALUES

Polite and Courteous

We will treat you with respect at all times

Communicate Effectively

We will listen carefully to your needs and respond promptly and accurately

Honesty

We will only promise what we can deliver

Trust

We will achieve your trust by ensuring our staff are knowledgeable and responsible so that any information we give you is correct

Quality

Provide outstanding products and services to meet your demands

Feedback

We welcome feedback and ensure that if something does go wrong it will be dealt with effectively

Teamwork

We value our staff and work together for the benefit of you our customer

Continued Customer Satisfaction

We will continually monitor our performance and strive to make improvements

We are in the **PEOPLE** business supplying **DOORS**
rather than the
Door business supplying People

