

# Treating Customers Fairly

## *Precise Installs (Strathclyde) Ltd Treating Customers Fairly*

### *Policy statement*

At Precise Installs (Strathclyde) Ltd we pride ourselves on being able to deliver high quality domestic and commercial plumbing and heating solutions and ensure the advice we give or arrangements we make for our clients is suitable every time.

Our aim is best set out in our mission statement:

***Working together to ensure we meet our customers' expectations***

***Treating customers as we like to be treated ourselves***

These words reflect the culture and philosophy that is central to our activity. We recognise, however, that to fulfil this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor calls and activities to ensure that each plumbing, heating and bathroom enquiry is treated consistently and that any advice given is in the customers' best interests
- Continually assess the services we provide to ensure we can meet changing requirements
- Provide documentation to clearly and unambiguously explain how our plumbing and heating services work
- Empower our staff to ensure any concerns raised by a customer are immediately addressed

We constantly monitor our ability to achieve these standards through:

- Regular written assessments of individual performance
- Benchmarking performance against quality standards
- Internal and external audits
- Customer satisfaction surveys