Customer Service Policy

Our Policy Statement

Dunbar Services is committed to providing the highest quality customer service possible and will endeavour to process each enquiry as quickly as possible, meeting their reasonable expectations.

Our Commitment

Dunbar Services is committed to:

- Treating all customers in a professional and ethical manner with courteous and efficient service.
- Understanding that our customer's needs are as unique and varied as the individuals themselves. Business will be fair and completed in an appropriate time frame and our customers will be treated with honesty and integrity at all times.
- Understanding that by providing high quality customer service we are helping to service our customers in the best possible way.
- Listening to our customers and trying to provide the services that they really want. We will not assume that we know what they want; we will really find out and listen to the facts.
- Not giving any customer the 'run-around'. If an individual cannot directly help a customer, it is their responsibility to ensure that they find someone who can and then put them in contact with the customer. If the person who is able to help the customer is unavailable, it is the responsibility of the person who receives the call to ring back the customer and advise them of a time when the appropriate person will help them.
- Ensuring every enquiry or complaint will be answered and easy to understand. Every response will be clear, concise, and straight to the point and directly address the original enquiry or complaint.
- Ensuring all telephone enquiries or complaints will receive at least an initial response by the next working day. Complaints will be tracked to ensure that the matter is resolved correctly and in a timely manner.
- Ensuring all employees dealing with customers will identify themselves either verbally or in writing and when answering the phone will give their name.
- Ensuring when a problem arises, Dunbar Services will be open and honest in its dealings with the customer and the manager responsible will take steps to correct the matter as quickly as possible to minimise the inconvenience to the client.

Our Responsibilities

Dunbar Services Management and employees are responsible for complying with this Policy, associated procedures and practices. They are to;

- Comply with all company policies and procedures.
- Report all problems and complaints.
- Where possible immediately resolve customer identified issues.

John Dunbar
MANAGING DIRECTOR

22nd October 2024
DATE