

Customer Care Statement

Purpose

We, at Inline Removals are committed to achieving the highest levels of customer care possible. Part of being able to meet these demanding levels of customer care is to keep things as simple as possible.

Scope

All our clients, customers, end users, stakeholders, and third parties are entitled and due, the utmost courtesy and respect in all our dealings with them. It is our guiding principle to ensure that the policy underlying this statement is fully communicated to all staff and to ensure adherence at all times to our policy requirements and practical implementation. We undertake suitable training and monitoring to ensure that our requirements in respect of Customer Care and satisfaction are understood by all staff and are fully and properly implemented.

Where failure to meet our expectations is identified or reported, we shall investigate thoroughly and will not tolerate instances of identified actions and/or language/attitude that do not comply with our code of conduct. (See our Complaints Procedure).

Our Customer Commitment

- 1) Fairness and equality is the foundation upon which everything else is built. We shall treat all persons we have dealings with in a fair, equitable, understanding, considerate, inclusive way.
- 2) We ensure that all our staff are fully trained and experienced.
- 3) We listen to and work to, securing customer expectations.
- 4) We shall provide a personalised service. We shall always be available.
- 5) We encourage feedback responses from our clients, customers, end users, stakeholders, and third parties to help in our drive towards continuous improvement.
- 6) We shall keep all communications simple and avoid using jargon.
- 7) We shall ensure that all our operatives are easily identifiable.
- 8) We will treat your property and possessions as if they are our own. This extends to other elements of your household you care about, such as your pets.
- 9) We treat any complaints we receive very seriously and will reach amicable resolutions.
- 10) Any information you provide will be held confidentially. We have stringent rules in place to ensure all personal and confidential information adheres to legislation and good practice. However we communicate with you, we use the highest standards of protecting information.
- 11) Use of social media is closely controlled to ensure anonymity,

This statement is fully supported by senior management.

Signed: *John Osborne*, Director, Inline Removals & Storage Limited

Date: August 2023

Thank you for considering Inline Removals to provide you with a removal service