



Objective

Customer Focus

Clearwater DC 2001 Ltd is committed to customer focus, we realise that our customer, existing and potential ensure the longevity and success of the business. We will communicate, listen to and share best practice with our customers for mutual benefit, we also realise that our customer relationships have to be managed.

We will measure our customer satisfaction in the following ways:

- Formal records of compliments or concerns
- Customer satisfaction records by periodic externally generated survey, number of
- complaints, positive communications and warranty.
- New Business
- Retained Business

Preservation of Service

All services will be planned accordingly in line with customer needs. Unique job reference is applied to each task and is traceable from enquiry to invoice.

Preservation of service will be maintained as a result of adopting a Risk based approach and Business continuity planning. We will operate a Business continuity process through our business continuity plan.

Post Delivery

Service release

Service Non Conformance

Signing this Policy is demonstration of commitment to its objective. It is the responsibility of all line managers to ensure communication, understanding and implementation by all employee's, sub contractors, contractors under their control or influence.

Clearwater DC 2001 Ltd aim to respond to all provision of performance information or requests quickly and to your satisfaction. We monitor the complaints and requests we receive to check for particular problem areas so that a better service can be provided.



Customer Service Delivery Survey

- Increased customer relations focused
- Monitoring of on site performance
- Build even greater customer loyalty

Making a Customer Complaint

We would like to hear from you: in person, by telephone, or in writing. Office hours are 8.30 a.m. to 5 p.m. Monday to Friday Tel No 0141 554 1200. Office is staffed 24 hours every day for emergency or notification of failed expectation of services and quality complaints.

When you contact us in person or by telephone, we will discuss your complaint or request with you. If we cannot help you immediately your complaint or request will be referred to someone who has the authority to investigate and resolve the matter. This may involve us returning your call.

Training for Staff

Our aim is that all staff dealing with complaints:

- Have a thorough knowledge of the Company's work and technical procedures
- Have the skill to speak or write in reply to customers
- Give top priority to customer service
- Have the authority to investigate complaints

Our Response Time

We will always provide a full explanation and an apology where appropriate. Where the Company is at fault we will explain what has happened, immediate action will be taken to put things right where possible.

We will endeavour to reply to written complaints, and when necessary to telephone complaints or personal visits, within the working day. If we need to visit your site first, we will inform you of this and reply in full.

Referring Complaints to a higher level

If you are dissatisfied with our response, or with the way we have dealt with your complaint, then you may refer the matter to one of our Senior Managers. They will personally review your original complaint and reply within 5 working days.

Auditing the Provision of Performance Procedure

All complaints are recorded and regularly reviewed by senior management and the Directors of Clearwater Ltd to see if:

- Changes to procedures are needed;
- Replies have been made promptly, politely and comprehensively.



The complaints registers are subject to audit by internal and external independent assessors.

The assessors' comments and the summary of how complaints have been dealt with are included in Annual Reports

Clearwater DC 2001 Ltd Commitment to Customers

We have Guaranteed Standards of Service that cover:

- Delivering a 24/7 quality service
- Managed and delivery of customer service expectations
- Prompt answering of questions about operational, procurement and invoice enquires
- Immediate response to problem resolutions

Signed

Murray Pitcairn
Managing Director

Date: 10/01/2022
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