



TANTRWM LIMITED
Customer Care Policy

We aim to meet customers' needs with efficiency, effectiveness, fairness and courtesy. We believe that it is not just down to the delivery of a service, it's the way it's delivered that really counts!

We aim to meet customers' needs by:

- Promising that when a quotation is accepted, the price quoted will be the price charged. No surprises!
- Providing an efficient, friendly service at all times
- We will endeavour to meet your requests and expectations
- Being available during office hours, to give advice, information and support over the phone
- If you have access to the internet we will always attempt to answer your questions and queries on any health and safety matter by email
- Regularly reviewing our service to provide quality and value for money
- Recognising and respecting the particular and specific needs of some customers
- Treating all our customers fairly, with respect and sensitivity
- Dealing with requests and enquiries accurately, promptly and efficiently
- Demonstrating our commitment to our Equal Opportunities Policy
- Providing information, advice and support services to customers
- Respecting confidentiality by holding information relating to customers securely and not releasing it to unauthorised persons or organisations
- Making every effort to find the answer to a query or, where necessary, referring customers to a relevant person or organisation
- Offering an explanation if customer's requests cannot be met
- Insuring that staff are able to develop their expertise and skill
- Establishing standards of accuracy and efficiency and regularly monitoring our performance
- Welcoming customer feedback on our services and suggestions for improvement and development
- Striving to guarantee total satisfaction to all our customers