

# Customer Care Policy

The Directors of Thomas Vale Construction Plc are committed to implementing, monitoring and continuously improving the high level of service it provides to its customers, their professional representatives and other supply chain partners.

In conjunction with BS EN ISO 9001/2000 certification, which controls compliance with the company's documented quality procedures, this policy extends our commitment by including the considered views and comments of our Clients, Stakeholders, Professionals, Supply Chain and Thomas Vale's own staff. It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item which does not achieve the required standard will be promptly addressed and adequately resolved.

## Open Dialogue

We encourage and welcome open and constructive dialogue at every stage of the Conception, Design, Construction and Management process between all members of the 'Construction Team' and Stakeholders who are impacted by our activities.

Our experience has proven without doubt that this ensures the best route to a successful project.

Issues raised will be fairly considered and any improvements identified will be implemented.

## Complaints

To continuously improve our high level of service to our customers we expect complaints and defect issues to be dealt with promptly to the satisfaction of the customer. We have a documented complaints procedure with all complaints/defects being categorised as follows:-

Category 1	Emergency immediate action.
Category 2	Urgent resolved within 48 hours.
Category 3	Normal resolved within 7 to 14 days.

Failure to respond and/or notify us of rectification work by our Supply Chain will result in a warning notice being issued. A further warning notice will result in future work with Thomas Vale Construction not being considered.

## Customer Care Manager

The Company has appointed a Senior Manager within the organisation who will be the single point of contact and will be responsible for ensuring that any defects or complaints are promptly dealt with to the satisfaction of the customer. The Customer Care Manager is responsible to the Managing Director and reports to all parties on a regular basis and most importantly, liaises with Clients and Stakeholders promptly on actions implemented.

## Client/Customer Liaison

Close liaison will be maintained between a Thomas Vale Director or a Senior Manager and the Client throughout the construction process and Clients and Stakeholders will be invited, upon completion, to complete a confidential non-contractual questionnaire upon which they can submit their views on key issues, including Quality, Performance, Relationships, Health & Safety, Consideration, Level of information provided at Pre-Construction and Customer Care.

Approved by SA Hyde, Managing Director (April 2009)

