



Customer Care Policy

Statement of Intent

General Statement

Customer care is at the forefront of our business activities and is incorporated into every aspect of business through our policies and procedures. Peak Contractors aims to provide customers with the very best level of service, in all areas of service delivery. Our goal of complete customer satisfaction is achieved by our commitment to follow our customer care policy. In order to ensure customer satisfaction we will ensure that:

Customer Care will be provided in a professional manner by well trained and knowledgeable staff. Every employee will give priority to the consideration of the needs of the individual customer, adopting a professional and positive approach and taking pride in what we do.

All of our services will consistently seek to attain a defined and published standard of quality taken from our quality manual.

We will deal with any problems promptly, effectively listening to customers when they express dissatisfaction or complain.

All Customers will be treated courteously with honesty and respect, with a view to establishing a close working relationship, based on trust.

Peak Contractors Limited corporates a review of existing processes and procedures, to ensure high levels of customer satisfaction are maintained. We continually seek feedback from our clients and ask them 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 Stage

Understand the Priorities of our Customer

- We will endeavour to deliver a level of service to satisfy our customers in the context of a proper commercial understanding
- Independently measure customers' satisfaction with our service
- Provide communication links and systems at all appropriate levels in order to maximise responsiveness and cooperation
- Respond to the feedback to provide an improved level of service

Signed:

A handwritten signature in black ink, appearing to read "Ian Brooker", is written over a horizontal line.

Ian Brooker

Position: Managing Director

Date: 8th May 2012