



CUSTOMER CARE POLICY

FSSR will provide the highest quality test services, which places the customer at the centre of all our activities. We will provide efficient customer support to meet the needs of all stakeholders and assist in developing an inclusive and productive amalgamation.

WE ARE COMMITTED TO ACHIEVING OUR MISSION THROUGH

- Being customer focused and demand led.
- Providing quality products, which are tailor made for every individual application.
- Providing additional support, where appropriate, to meet the specific requirements of the customer.
- Maintaining effective quality procedures.
- Maintaining continuous professional development of staff.
- Maintaining production, servicing and maintenance resources that reflect industry standards.
- Maintaining a progressive outlook on methods and techniques ensuring that we are always at the frontline of efficient manufacturing, servicing and maintenance.

SERVICE STANDARDS

Our standards set out the current level of service customers can expect in key areas of FSSR activities. Our performance against these standards will be reviewed annually.

They include a commitment to:

- Personal callers to our centres will be greeted immediately and attended to within 10 minutes of arrival.
- Telephone calls will be answered within 6 rings of connection to the switchboard. Calls to direct enquiry lines will also be answered within 6 rings.
- All staff will be identifiable by name badges and will identify themselves in telephone calls and letters.
- All correspondence via post, phone, fax or email will be responded to in a clear, concise and timely manner. Our aim is that all correspondence, from date of receipt, will receive a response within 24 hours (1 working day); more complicated issues will receive an acknowledgement within the response time and continuous updates on the progress thereafter until an agreed outcome has been reached.
- Conduct a User Satisfaction Survey each year and publicise the results.



FEEDBACK

Meeting the needs and expectations of service users is of the highest priority to our staff. We continually monitor, evaluate and review our services, and welcome feedback from our users.

Feedback will also be obtained from all customers after completion of any work.

COMPLAINTS

FSSR seeks fair, just and prompt solutions to any complaints and appeals. All such issues should be directed to the FSSR Service Department in the first instance, where they will be acknowledged and directed to the attention of the appropriate person or department.

CONFIDENTIALITY

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence. FSSR adheres to the principles of the Data Protection Act 1998. Personal information is collected in an unbiased manner and stored only for use by FSSR employees associated with the handling of your Company's personal information. Employees who have access to your personal information are obliged to respect the confidentiality of your data and will not divulge to third party members or affiliates associated with FSSR without your permission.

WORKING WITH OTHER PROVIDERS

Wherever possible we will work with other providers to give a co-ordinated and responsive service to customers.

Dan Jones

Managing Director

October 2018