

## **Business Directory Customer Charter**

Members of the Business Directory must sign and comply with the points set out in the Customer Charter below. This ensures that customers receive the care and service expected of trustworthy businesses.

### **Customer Expectations**

We expect that customers are:

1. Dealt with professionally and courteously at all times.
2. Acknowledged within five working days of making contact.
3. Provided with clear and concise information regarding the products or services being offered.
4. Informed of all key stages of order/contract fulfilment.
5. Advised immediately if work/order cannot be completed within the agreed timeframe.
6. Provided with products/services that best meet customer needs at competitive prices.
7. Ensured services/work/products comply with pre-defined specifications.
8. Provided with an efficient and responsive after-sales service.
9. Dealt with promptly and appropriately if a complaint, concern, or query is raised.

### **Business Conduct**

We expect that Business Directory members will:

1. Comply with all laws, statutory regulations, and other regulations (e.g., Building Regulations) as appropriate.
2. Provide written quotations/estimates for the work to be undertaken.
3. Inform customers of any call-out charges before arranging a visit.
4. Provide written invoices upon completion of work and written receipts upon payment acceptance.

5. Ensure all staff have appropriate skills and recognised qualifications or are working under a qualified trainer's supervision.
6. Protect personal data and all other customer information under current data protection laws.
7. When working in customers' homes, provide and maintain a safe and clean working environment.
8. Maintain employers, public liability, and professional indemnity insurance (as appropriate).
9. Ensure that all staff and sub-contractors adhere to these standards when dealing with customers.

## **Communication and Transparency**

1. Communicate clearly and effectively with customers, providing updates and information as necessary.
2. Ensure transparency in all dealings, avoiding hidden charges or unclear terms.
3. Maintain open communication lines with customers to promptly address any concerns or questions.
4. Ensure that any promotional materials are honest and not misleading.
5. Respect customer privacy and confidentiality always.