

## **Company Customer Care & Satisfaction Policy Statement**

This is the Company Customer Care & Satisfaction Policy Statement of Clement Dickens & Son Ltd of:

Red Marsh Industrial Estate, Thornton-Cleveleys, Lancashire FY5 4BG

The person responsible for this policy is Mr Ross Dickens, Managing Director.

### **Company Policy**

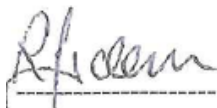
It is the policy of Clement Dickens & Son Ltd to put its customer satisfaction and care procedure into practice by:

- a) Providing all customers with a copy of the Company Satisfaction and Care Policy Statement.
- b) Recording all care issues in writing.
- c) Responding to all care issues promptly, but within a maximum of 3 days.
- d) Recording a response to all care issues in writing with details of action taken to resolve those issues.
- e) Endeavouring where possible to carry out and complete all works to resolve care issues within a maximum of 10 days.

Signature:

Date:

January 2021

  
-----  
Ross Dickens  
MD CDS

Review Date:

January 2022