

## **Customer Policy**

Coloursource Limited has adopted a Customer Policy the purpose of which is to show that we take customer service very seriously. Our aim is to ensure that we are approachable, business like and caring in all dealings with our customers and potential customers.

### **Customer Care**

Coloursource recognises that all employees share responsibility for fulfilling our commitment to our customers.

In order to do this we must:

- Always show respect and provide courteous treatment
- Introduce ourselves to our customers.
- Listen to customer needs and feedback specific requests
- Give clear and correct answers in a timely manner
- Take responsibility for enquiries/queries
- Keep the customer informed at all times
- Provide a quality service
- Liase efficiently and effectively with colleagues
- Always aim to exceed customer expectations
- Display an attitude of “continuous improvement “ in the quality of our service

### **Customer Complaints Procedure**

Coloursource will endeavour to ensure that the products and services provided are always of the highest quality. However, should there be a complaint we must ensure that it is dealt with both speedily and fairly

In order to do this we must:

- Accurately record the details
- Assign the problem the most appropriate member of staff
- Keep the customer informed at all times
- Rectify the situation to the customers satisfaction, wherever possible
- Ensure that steps are taken so that the same problem does not re occur