

Customer Service Policy

Offering World-Class Customer Service

Putting the customer first

We will try to help all of our customers access the service they need or answer their query the first time they contact us. We

Aim to avoid unnecessary form filling, asking for information that has already been given or needlessly passing the query to colleagues or other organisations.

Our Customer Care Guidelines –

- Always be aware of our Client's requirements.
- Treat our Client as you would want to be treated yourself.
- Remember that all people with whom you have contact with are our customers.
- Think about how you do a task as well as what you do.
- Always portray a helpful and professional image.
- Take responsibility for problems.
- Give the Client solutions not problems.
- Develop a service relationship with our Clients.
- Talk to people if a problem arises; discuss it with your peers.
- Strive towards an error free service by continuously improving on what you do.
- Accept that a quality service can be achieved on a permanent basis.

If you contact us by telephone we will:

- Answer your call promptly
- Give you our name and the service we work in
- Be polite, friendly and professional
- Try to resolve your query there and then
- Help you fill in forms
- Return calls at a time to suit you between 9am and 5pm

If you contact us in person we will:

- Have clear signs on buildings that deliver customer services
- Display our opening hours and an emergency out-of-hours contact number
- Make every effort to make our offices accessible to everyone
- Arrange an appointment with the right person for you
- Provide somewhere for you to discuss your query in private if you'd prefer
- Make sure our reception areas are clean and tidy
- Display up-to-date information in our reception areas
- Help you fill in forms
- Wear identity name badges at offices that serve customers

If you write, email or fax us we will:

- Acknowledge your enquiry within three working days of receiving it.

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- Provide a full response to simple queries within 10 working days, or 20 days for queries which require research. If we can't answer your query in these timescales we'll let you know why.
- Use plain English in our reply and use a format or language which suits your needs
- Provide the name, telephone number and email address of the person dealing with your enquiry

We will treat you with respect and expect to be treated the same in return. Abusive or threatening behaviour from customers will be reported to the police.

We will check our performance meets our promises. If we've exceeded your expectations or failed to meet them we'd like to know

Contact us:

By phone 01937 842424

Web: www.triton-security.com



Ashley Wood
Managing Director