

Flooring and wall finishes are an integral part in the delivery of every new or refurbished property. They combine function yet add the finishing flourish to a project that the end-buyer should be proud of for years. So it is crucial that everything is done to the highest standards, on time and on budget.

This charter sets out the standards of service that house builders can expect from Golesworthy Flooring, what to do if something goes wrong, and how to make contact.

Making contact

Our office hours are 8am to 5pm.
T: 0117 979 2520
E: louise@gflooring.com

If your installation takes place overnight, you will be given the mobile number of your project manager in case you need to speak to a member of the team out of hours.

Our philosophy

To treat customers as we would want to be treated ourselves: fairly, politely, respectfully, honestly and with integrity.

Our values

To treat everyone the same, whether they are a multi-national house builder or the end buyer moving into their new home. This means that house builders can be confident that we will give the same levels of service to their end buyers – every customer should want to recommend us.

Communication

Our technical team has a thorough understanding of the products and services we sell so that they can advise you on all your options. In addition, we aim to:

1. Answer the phone within four rings;
2. Acknowledge receipt of emails and other correspondence within 12 working hours;
3. Arrive on time for meetings and installations, or to phone ahead with an ETA if circumstances outside our control mean that we will be late;
4. Establish what you want and why, to allow us to recommend the best solution for your needs using our judgement and available information;
5. Be flexible and accommodating;
6. Show integrity, be open, honest and ethical, and make no false promises.

Quality and dependability

We aim to deliver what we promise first time, every time, on time. Our goal is to set the industry benchmark on delivery, quality and service levels. This means:

1. We have detailed written processes for every aspect of our business to ensure quality and consistency, which we review regularly;
2. Our technical team has a high level of product knowledge, experience and expertise and regularly receives continuous professional development and product training to keep up to date;
3. Our aim is to deliver all orders in full, on time and to mutually agreed service levels;
4. The products we supply will perform to the specified requirements;
5. In the rare event of a product shortage, we will advise you of the problem as early as possible and routinely update you on our progress;
6. Our logistics team is available between 8am and 5pm and will make contact with a proposed resolution and support procedures in the event it is required.

Quote and survey

We provide quotes in two ways:

1. To a plan provided;
2. Following a visit and a survey.

You will receive a written quotation within five working days of a site survey, unless otherwise agreed. Quotes are valid for 90 days.

Because small things sometimes change during construction, prior to any installation based on off-plan quotes, we will carry out a final survey to ensure the quote remains accurate.

Delivery and installation

Our team will liaise closely with your representative before, during and after the installation to agree on-site arrival times (and finish times if appropriate – for example, on overnight installations before premises reopen for business next day), health and safety issues and site readiness.

Product and service levels

1. All our products come with a fully documented manufacturer's guarantee.
2. At the end of an installation, we will leave the new flooring swept or hoovered, as appropriate, and walls wiped clean of fingerprints, ready to move into.
3. We will remove and recycle or ethically dispose of packaging and waste generated by our work and contractors.
4. Our project manager will inspect installations every week to identify any potential snags, after which he will invite the site foreman/contracts manager to sign off the project.
5. Our team will also follow up by phone to check that you are 100% happy with the work and whether you need anything else.

Invoicing procedure

1. Invoices will be sent by email within ten days of project completion or at agreed stages.
2. If you wish to see our full Terms & Conditions of Trade, please contact us.

Privacy protection and cookies policies

You will find these on our website.

Health and safety

Health and safety will always be our first priority. We will never do anything that undermines this commitment. We aim to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and the health and safety of other persons who may be affected by our activities. Golesworthy Flooring's Health and Safety Policy is reviewed annually by the Company's Board of Directors.

In summary, when working on site, our site managers will:

1. Organise and co-ordinate site work to ensure minimum risk to health and safety;
2. Ensure that all operatives are competent and given precise instructions in respect of health and safety;
3. Ensure agreed methods of work, codes of practice and risk assessments are adhered to and all registers and records are kept up to date;
4. Comply with statutory requirements;
5. Ensure that all work equipment whether company-owned or hired in, is used for the purpose designed, properly maintained and safe to use;

6. Ensure First Aid provision is adequate and record all accidents, dangerous occurrences and injuries in the accident book;
7. Ensure the site rules with regard to personal protective equipment are observed;
8. Meet and liaise with visitors to the site and co-operate with statutory authorities;
9. Appoint a competent person to take charge during any temporary absence.

Environment and sustainability

We have a fully documented Environmental Policy Statement. In summary:

1. We strive to protect the environment in all our processes and are continually developing ways to improve our environmental performance and reduce by-products, waste and emissions;
2. We encourage every member of our team to try to reduce, reuse, and recycle waste;
3. We use materials that have in their manufacture the minimum practicable impact on the environment and come from renewable sources or from recycled goods where possible;
4. We use timber products from suppliers who are affiliated and certificated with FSC.

Crisis management

Golesworthy Flooring has robust contingency plans in the event of a major crisis affecting the business, including flood and fire, to ensure that it is up and running again quickly in order that we keep our promises.

Continuous improvement

Golesworthy Flooring aims for consistently high levels of service. Our processes are designed from our customer's viewpoint to ensure this. Meanwhile, to ensure continuous innovation and improvement, we:

1. Use feedback to challenge our processes;
2. Seek your opinion through a customer survey from time to time to ensure we are meeting your requirements and to improve our service levels;
3. Ensure our sales and operations team are trained in the products we sell and regularly undertake continuous professional development to enhance their skills in supporting customers.

Complaints and redress

If you have a problem with the products we have installed or our service, we want to hear about it, as your feedback helps us to identify and improve our service levels.

Your first call will be to your Golesworthy Flooring point of contact, whose name you will find on your quotation. However, you may choose to raise the issue directly with the Managing Director at any time if you are not satisfied with the way your contact is handling it. The Managing Director or a fellow company director undertakes to call you back within 24 hours if they are not available to take the call at the time.

We have a fully documented complaints process. In summary:

1. We will acknowledge a complaint within 12 working hours;
2. We will conduct a thorough investigation, advise you of the results and respond by email and/or a phone call with a proposed resolution, all within two working days;
3. Any complaints are centrally logged and the Managing Director reviews their status once a week.