

The Poultec Group is committed to providing customers with the best possible level of service. To enable this we will endeavor to:

- Always offer a welcoming and professional service.
- Treat customers fairly, ensuring equality in all of our customer-based activities.
- Communicate clearly and make it easy for customers to communicate with us.
- Ensure that enquiries are dealt with quickly and effectively.

Reception

- Our Reception Team provide services that are easy for customers to access and remain polite and approachable at all times.
- Any person visiting South Green Park with an enquiry will have access to an appropriately knowledgeable member of staff within 5 minutes.

Telephones

- We aim to answer telephones within 4 rings
- Out of office hours, messages may be left and these are logged and forwarded to the correct team member for actioning.

Written Correspondence

- All incoming correspondence is directed to the named recipient or the relevant person who can action.
- All outgoing mail will be logged.

Emails

- Emails received by the enquiries mailboxes are forwarded to the appropriate person who responds to any enquiry within 2 working days.
- Staff working remotely are provided with remote access which enable them to send and receive emails.
- For quality assurance purposes, a central log of all incoming and outgoing emails is retained.

Enquiry Handling

- We aim to resolve 80% of general enquiries during initial contact.
- We only refer enquiries to another named member of staff when absolutely necessary.
- We make sure that when an enquiry is being passed on, that the customer is aware of who will handle the enquiry and how long it is expected to take.
- We contact customers when we promise to.

We strive to continually improve our levels of customer service and ensure that we maintain a customer-focused ethos in all that we do.



Edward Bales
Managing Director
2nd September 2024

Policy Review	This policy will be reviewed annually by the Senior Management team or when there are changes in the workplace such as new tools, systems or conditions.
Approval Dates	This version takes effect from: 2 nd September 2024