

Customer Care Policy

The Directors of Lift Specialists are committed to implementing, monitoring and continuously improving the high level of service it provides to its customers, their professional representatives and other supply chain partners.

We operate quality control procedures in accordance with ISO 9001, which controls compliance with the company's documented quality procedures, this policy extends our commitment by including the considered views and comments of our Clients, Professionals, Supply Chain and Lift Specialists own staff. It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item which does not achieve the required standard will be promptly addressed and adequately resolved.

Open Dialogue

We encourage and welcome open and constructive dialogue at every stage of service delivery between all members of the team. Our experience has proven without doubt that this ensures the best route to a successful project. Any and all issues raised will be fairly considered and any improvements identified will be shared throughout the team.

Complaints

We encourage direct contact which, from our experience, ensures that any problems are resolved without delay. Obviously written/emailed communication can follow if considered appropriate.

The company has a documented complaints procedure, with all complaints/defect notices being categorised and dealt with.

Category 1: Emergency immediate action

Category 2: Urgent resolved within 48 hours

Category 3: Normal resolved within 7 to 14 days

Category 4: Requires inspection before prompt solution

Customer Care Manager

The company has appointed a Senior Manager within the organisation who will be the single point of contact for each contract/project and will be responsible for ensuring that any defects or complaints are promptly dealt with to the satisfaction of the customer. The Customer Care Manager is reportable to the Managing Director and reports to all parties on a regular basis and most importantly, liaises with Clients, promptly on actions implemented.

Client / Contractor Liaison

Close liaison will be maintained between a Lift Specialists Ltd's appointed Customer Care Manager and the Client throughout the project process and the clients will be invited, upon completion, to complete a confidential non-contractual questionnaire upon which they can submit their views on key issues, including Quality, Performance, Relationships, Health & Safety, etc.