



# **Mitre Construction**

*External & Internal Refurbishment Specialists*

## **COMPANY POLICY** **CUSTOMER CARE POLICY**

Mitre Construction Co Ltd recognise that customer care is a vital aspect of Company Operations and there is a necessity to formalise our approach to the way that we deliver customer care.

The specific aims of this policy are to:

- Give customer care a high corporate priority
- Regularly ask customers for their opinions about our services and use that information to improve the service that we provide.
- Ensure our employees are trained and competent to deliver our services
- Regularly monitor our customer care strategy to ensure that the needs of all our customers, clients, residents, consultants, sub-contractors and suppliers are met
- Provide easily accessible, simple systems for customers to record complaints about any aspect of the company's activities
- Have a defined and documented system to resolve complaints within reasonable and defined time frames.
- Issue and implement a code of conduct for all staff who work in occupied dwellings to explain our definition of reasonable conduct and to enforce it via disciplinary action if required
- Create and issue a customer charter that sets out minimum standards that our customers should expect.

The policy is delivered via three important documents, and these should be referred to when reading this policy:

- The customer charter
- The code of conduct
- Performance measurement and continuous improvement tools

**On behalf of Mitre Construction Company Limited**

E Salmon  
Managing Director  
Mitre Construction Company Limited

9<sup>th</sup> June 2025