



## CUSTOMER SERVICE POLICY

Quantum Building Services are customer focused in every aspect of our service, from the initial identification of our clients' requirements, to the selection of personnel and to the direct availability to our clients of our Managing Director, Supervisor, Administration Manager and tradespeople. We believe that we can only reach our goals by assisting our Clients to meet their requirements to the highest possible standard.

Quantum Building Services is committed to providing the highest level of customer service to all our clients and provide customer care that will exceed their expectations by:

- Providing courteous, responsive, friendly and knowledgeable service at all times
- Clear, accurate and documented communication
- Provide a high quality service
- Liaise effectively and efficiently with colleagues
- Keep information up to date at all times
- All documentation must be clear, logical and understandable
- Quantum Building Services regularly seek feedback from our customers to ensure we maintain and consistently review our highest level of service to meet and/or exceed agreed outcomes
- Regular meetings to ensure all staff have the appropriate information to allow them to service our clients efficiently
- Quickly resolve issues in the unlikely event that a customer is dissatisfied.
- All workers are professional in all dealings with any person, in attire and manner
- From Quantum Building Services' background of projects and working with local government services, we are fully accustomed to meeting demanding deadlines, responsively and reliably
- All work requests are prioritised so all jobs are attended to in a timely manner

This policy will be monitored to ensure that all staff adheres to it and periodically meetings will be held to highlight any problems and suggest improvements to our policy.

**It is a requirement that all employees, contractors and visitors comply with the requirements of this policy at all times.**

Managing Director  
January 2017

DAVID FRASER

A handwritten signature in black ink, appearing to read 'D. Fraser', is written over a horizontal line.