

DEMETER ENVIRONMENTAL LTD

Customer Care Policy

Customer Care Policy Statement

At Demeter Environmental Ltd we recognise the importance of client satisfaction and the need to deliver excellent client care.

Our promise to you:

We will endeavour at all times to:

- Deal with clients in a professional, efficient and courteous manner
- Represent your best interests at all times
- Keep your business and personal information confidential
- Keep you informed of progress and provide you with regular updates
- Deal with your questions and queries promptly
- Understand your requirements and be solution orientated
- Return your telephone calls within four hours
- Confirm receipt of your faxes within four hours
- Reply to your emails within 24 hours on a working day
- Ensure that matters are dealt with in a timely manner
- Give you clear, honest and concise advice
- Provide you with a date by when you can expect an update
- Manage the relationship with suppliers/providers in order to ensure that you receive a high level of service at all times

You will be introduced to your project manager who will be responsible for supervision of fieldwork and preparation of your report.

Feedback

Your valued opinion goes towards improving our service to you. Please feel free to email your feedback to enquiries@demeter-environmental.co.uk. Feedback can also be left on our website at [www. http://demeter-environmental.co.uk/Testimonials.html](http://www.demeter-environmental.co.uk/Testimonials.html)

Confidentiality

All information will be kept strictly confidential and will not be shared with third parties without your consent. We take this obligation very seriously.

In return we ask for mutual honesty and transparency so that any work we do is given every opportunity to be successful.

DEMETER ENVIRONMENTAL Ltd will continuously review the policy to ensure it is appropriate and that it is working effectively, in doing this DEMETER ENVIRONMENTAL Ltd will consult with trade unions and staff representatives, particularly with regard to any proposed amendments to the policy contents

Signed: 

Position: Director.....

Head Office:
Hanover House
Hanover Street
Liverpool
L1 3DZ
Tel: 0151 521 2539
Fax: 0871 900 5927



Brighton Office:
36 The Cliff, Rodean
Brighton, BN2 5RE
Tel: 01273 741 727
Fax: 0871 900 5927

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Demeter Environmental Ltd
Registered in England and Wales: 7010088



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