

Customer Service Policy

LIFELINE ALARM SYSTEMS LTD is committed to delivering excellent customer service. This customer service policy sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers.

We provide a wide range of electronic Fire & Security services across many different locations to different people and it is important that everyone receives the same high quality response. The ultimate goal is to retain satisfied customers.

Lifeline Alarm Systems Ltd operates an ISO9001 Quality Assurance Policy. As part of this policy, it is essential that we maintain high levels of customer service.

Our commitment to you

We are committed to promoting access to our services. All staff and team members are responsible for providing an efficient, caring and professional service. In order to accomplish this, we operate a two-way level of acceptable standards and practices.

Responses

We will always:

- treat all customers with respect and courtesy,
- listen to what customers have to say,
- act in a professional manner and be polite at all times,
- ensure that you are dealt with quickly, fairly, in a courteous, helpful manner in reaching the right department/person relevant to your enquiry,
- be open and honest and explain our decisions,
- apologise when we make a mistake and put things right,
- ensure that staff take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague,
- undertake works in accordance with the prevailing British or European Standard
- give as much information as possible to help you make informed choices,
- carry out our operations in accordance with the law.

We would like you to:

- provide us with the relevant information we need to help you,
- treat all our staff and representatives fairly and with courtesy and respect,
- supply us with your views and suggestions that will enable us to improve our services to you and others,
- keep any appointments that you have with us
- be patient and understand during times of high demand or extreme circumstances.

Contact by telephone

We will:

- aim to answer the telephone within 15-20 seconds (three - four rings) during normal working hours. If a member of staff is not available, their telephone should be answered by a colleague (by call diversion, transfer or group pick up) or by voice mail as arranged for that member of staff,
- attempt to return your call within one working day if you have left us a message, or within the timescale requested,
- ensure that staff are available 24/7 for answering emergency calls regarding your fire or security system.

Contact in person

We will:

- always produce a valid ID Card of our identity which can be checked 24 hours a day.
- respect our customers' homes and premises when visiting and take into account any individual preferences they may have.

Contact in writing

We will:

- aim to respond to standard written enquiries within five working days of receipt, resolving the issues raised if at all possible. If the issues are more complicated and likely to take longer to resolve, we will give you an idea of how long this will take,
- ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

Contact by email

We will:

- aim to respond to emails within 24 hours except at weekends or during bank holidays. All emails should at least receive an acknowledgment within one working day stating when a full reply will be made if it is not possible to deal with the enquiry immediately,
- aim to provide a full response to email enquiries within five working days of receipt, resolving the issues raised if at all possible.

Delivering an effective service to customers with different needs

All our customers have the right to expect the same level of service. LIFELINE ALARM SYSTEMS LTD should be careful not to make assumptions about people's needs or abilities but should engage with each person and consult them to identify their individual needs and requirements.

Threatening and abusive behaviour

We do not tolerate or accept threatening or abusive behaviour towards our staff either physically or verbally. We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression towards our staff, we consider that unacceptable. Any aggression or abuse directed towards our staff will not be tolerated.

Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

We also consider inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations, to be abusive behaviour.

Making the policy a success

This policy sets out LIFELINE ALARM SYSTEMS LTD's commitment to its customers. In order for us to learn and improve our services we want to use the feedback from the contact that we have, to make changes if deemed necessary.

We will do this by:

- carrying out regular customer surveys to measure the success of the policy
- introducing internal monitoring to help all our services meet the standards
- supporting and training staff to provide better customer service
- monitoring our complaints to identify where we need to make improvements
- reviewing this policy annually.

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If you feel that we have not met the standards set out in this policy you can speak to a senior member of our team. Contact details can be found at the bottom of this Policy. All feedback received will be investigated and receive a full response.

More information

You can find out more information about LIFELINE ALARM SYSTEMS LTD by the following methods:

Tel: 01983 521621

Web. www.lifeline-security.co.uk

email: info@lifeline-security.co.uk

June 2016

Lifeline Alarm Systems Ltd

Signed:.....

Mark Lee – Managing Director