



Customer Care Policy

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Introduction

AM CSS only exist because of our customers. Therefore, giving good customer service, maintaining a good relationship with customers and *always* putting the needs of our customers before our own, including giving impartial advice, must be at the core of our business.

Terms

- The “Company”, we”, “us”, “our” shall mean AM CSS Ltd.
- Throughout this document, the term “staff” includes Employees, contractors, consultants, temporary, and other workers acting for or on behalf of the Company.
- The terms “Customer’s staff”, “their staff” shall include the customer’s Employees, contractors, consultants, temporary, and other workers acting for or on behalf of the customer.

Scope

This policy applies to all Directors and staff when interacting with customers – whether actual or potential – in representing AM CSS in any capacity.

Responsibilities and Commitments

1. All members of AM CSS shall:

1. Put our customers at the centre of our service.
2. Understand the requirements of a customer's business.
3. Treat all our customers with respect and courtesy.
4. Aim to provide a helpful and friendly service to all.
5. Be aware of equality and diversity issues in assisting all our customers.
6. Introduce ourselves properly to customers and give our names whether verbally or in written communications.
7. Aim to use "plain speaking" and keep jargon, trade acronyms and the like to a minimum.
8. Find a quiet area or call back if there is too much background noise
9. Aim to provide the highest professional service to our customers.
10. Maintain the customer's right to data privacy and confidentiality *at all times*.
11. Provide the fullest service possible
12. Always try to exceed customer's expectations in delivering our services.

2. During communication with customers (or any other parties), staff will not:

1. Use unprofessional, inappropriate, slang or potentially offensive language.
2. Used raised voices, sarcasm or other forms of aggression or passive aggression, including body language.
3. Staff should particularly take care during written communications as tone of voice may not be apparent by the language.
4. Eat, chew or make other unsavoury or inappropriate noises while talking with a customer.
5. Make disparaging remarks, comments or gossip about customers or their staff to colleagues or other members of the customer's staff.
6. Use any information gathered in the pursuance of their duties for personal gain, aggrandisement, reputation building or to cause damage to the reputation of others.
7. Post online or cause to be published any comments regarding customers or their staff.

3. AM CSS shall:

1. Publicise our Regulations & Guidelines
2. Display our opening hours keeping customers informed of any changes.
3. To provide training to all our staff in customer care.
4. Encourage staff members to act politely, friendly and helpfully in dealing with customer enquiries.
5. Provide an online feedback form.
6. To use customer comments and suggestions to help us improve our service.
7. Respond to customer needs when developing our services using information gathered from the feedback.
8. Never sell or recommend products or services that we cannot support.
9. Never sell or recommend products or services for profit only.
10. Admit and rectify immediately any errors.