

Mission statement

“Our aim is to excel in our chosen markets by making ethics and customer trust our valued priorities”

Policy

Introduction

At Samatrix we recognise that customers are at the heart of the business and as such are a key stakeholder.

We are committed to providing exceptional service and setting clear standards for customer care.

Our standards are defined by our customers so that we can deliver the best care and service for them.

We welcome feedback both positive and negative and will use this to improve and drive the standard of care to the highest level possible.

Employee commitment

All Samatrix employees recognise the importance of customers, to treat them with respect, courteous and understanding.

Our training ensures that employees have a knowledge of the business and the skills necessary to deliver the services we offer in a prompt and efficient manner with customer care at the forefront of what we do.

Communication

Efficient correspondence with customers is essential in providing the highest level of customer care.

We will:

- Listen carefully to the customer
- Be polite, honest and accurate with the information we provide
- Respond to all enquiries promptly and with courtesy
- Ensure the customer understands all information provided
- Conduct correspondence professionally and confidentially
- Inform customers of any changes or delays in good time
- Keep customers informed of any subsequent stages in the process

Measuring the standards

Samatrix is proud to be certified to ISO 9001:2015 (Quality), ISO14001:2015 (Environmental) and OHSAS18001:2007 (Health & Safety) and seek to improve our performance in all these areas.

To help us achieve this we will:

- Seek regular feedback on customer satisfaction
- Investigate all complaints thoroughly and in a timely fashion
- Use feedback and results of complaint investigations to influence changes in customer care

Complaints/Grievances

If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our service or our work, then please contact Samatrix on

Tel: 0845 5210214 | 01792 781933

Fax: 01792 781939

Email: sales@samatrix.co.uk

Samatrix will give an initial response within 24 hrs and aim to resolve within 20 working days

Issued by Emma Munn, Financial Director

Authorised by S Munn, Managing Director



Issue A 19.12.17

Review by Jan 2019