



MAC SERVICES LTD

Established in 1972

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MAC Services Ltd

Customer care Policy

MAC Services Ltd has implemented this customer care policy in addition to our Quality Policy. Our intention is that at all times we are committed to and maintain good working practices. We are customer focused and intend to ensure that we make every effort to act on any complaints and/or feedback in a professional and timely manner.

We want to ensure that our customers are satisfied and even delighted with our services so we demand that the following criteria be met at all times by all employees:-

- Our customers to be treated with respect and courtesy
- Our customers to receive an efficient and professional service
- Our customers individual needs to be understood
- Our customers views to be taken into account when carrying out work
- Our customers to receive clear information or explanation whenever applicable
- To be readily accessible to our customers
- To ensure that we provide any other organization on site clear information to maintain safe working practices.

We will communicate our service standards to all our customers so that our performance can be measured.

We have implemented a complaints procedure so that at any time a customer feels that our work fall below standard they know how to complain.

All our staff have read and understood this policy and are regularly trained in it implementation.

We will not tolerate discrimination of any kind.

This policy will be reviewed annually

Signed.....*DmCBrearty*.....

Date.....*13 - 02 - 2013*.....



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