



PYEROY LIMITED
CUSTOMER CARE POLICY

Customer Care Policy Statement

Pyeroy Limited is committed to the continuous improvement of the standard of service it gives to all its customers. If any customer is not satisfied with any aspect of our provision then the Customer Care Policy provides for a process to have their complaint dealt with in a quick, efficient and effective manner.

Pyeroy Limited Customer Care Policy has been established to define a systematic process for ensuring that 'Customer Care' is an adopted approach when dealing with members of the public or professional customers, this is further enhanced by ensuring that positive and negative customer feedback is documented by the use of annual customer satisfaction surveys.

Pyeroy Limited will achieve this by:

- putting our customers first
- providing the customer with a quality service
- a program of continuous improvement of our services
- good relationships and working together with other departments
- exceed our customers expectations
- reviewing and evaluating our Customer Care Policy

Customers can expect our staff to:

- treat them with courtesy, respect and consideration at all times
- identify themselves by name and their position in the Company
- listen and respond appropriately
- conduct themselves efficiently, with integrity, fairness and professionalism
- provide them with relevant, accurate and up-to-date information
- actively seek comments enabling Pyeroy to continuously develop and improve

If a grievance arises Pyeroy will:

- deal with them promptly
- advise if there will be a delay in providing a solution
- advise of progress in dealing with long-term issues
- advise where and who to contact in the event of any dissatisfaction

These processes will be monitored but it is expected that individual employees will use their necessary skill and knowledge to ensure at all times the customer's best interest are taken as priority. In the event of a dissatisfied customer the appropriate escalation processes should be followed whilst encouraging a formal complaint that will be followed up as laid down in the set procedures.

This statement has been reviewed and approved by:

Signed:

Date: ... 11/01/2005 ...

Mr H Pelham, Managing Director