

## **CUSTOMER CARE POLICY**

### **POLICY STATEMENT**

We are committed to ensuring that all our customers are satisfied with the programmes, services and facilities we provide. We will ensure that our customers are able to express their views on their experience of the services provided by Align Property Partners in order that high levels of customer satisfaction are achieved. We will deal with people - their suggestions for improvement and complaints about any aspect of our programmes, services or facilities - effectively and efficiently within published timescales.

### **CUSTOMER COMMITMENT**

Our staff are committed to promoting the visions and values of our organisation and to delivering the standards contained within our Customer Care Policy.

### **Our Key Customer Service Objectives**

- To ensure that all contact with the Align Property Partners team is met with the highest professional standards.
- To provide clear and efficient lines of communications to our clients.
- To be active in the promotion of customer feedback, listen and respond accordingly and monitor standards.
- To provide suitable and adequate staff training.
- To continuously exceed clients' and auditors' expectations to encourage long term working relationships.

### **Customer Service Consultation and Feedback**

We constantly monitor our standards of service through evaluation of customer comments, complaints and surveys and as indicated on the following chart we substantially exceeded all targets.

### **POLICY CONTEXT**

This policy applies to all staff, activities and functions because it encompasses all aspects of provision and services, which affect our customers. Specifically, the purpose of the policy is to ensure there is a proactive and co-ordinated approach to the management, maintenance and review of all our services

### **LOCATION AND ACCESS TO THE POLICY**

The Customer Care Policy and supporting policies and documents are available via the Shared Drive (W) on the Align Property Partners Network.

Signed:

A handwritten signature in blue ink, appearing to read "R. Wall".