



Hutton and Cawood

Building and Joinery Limited



Customer Care Policy

Hutton & Cawood Building & Joinery Ltd.'s approach to service delivery is to proactively seek the views, opinions, ideas, and suggestions from customers on all aspects of service design delivery and improvement.

Our policies and procedures are designed to give practical effect in providing customers with real influence and control and form an integral part of our approach to continuous improvement.

Our Vision

Through understanding our clients' real and perceived business needs and serving them better than anyone else, we will deliver an exceptional client experience. This will be achieved by continuing to forge long-term relationships with customers who recognise service, quality and added value.

Our Aims

To provide our customers with more choice, convenience, influence, and control over the way services are designed, delivered, monitored and continuously improved.

Opening a Dialogue

Our aims are to provide a personalised approach and promote an open dialogue between all those impacted by our activities throughout the design and construction process.

Complaints

Hutton & Cawood Building & Joinery Ltd.'s complaints and non-compliance, product and service failure procedures form an integral part of our Internal Quality Management System. The primary objective of the procedure is for all complaints/nonconformities to be investigated and resolved in the shortest possible time and for feedback/monitoring.

We will advise all clients and end-users at pre-works stage of our Complaints Procedure and how they can approach us to highlight when things are not quite going right. All complaints received will be logged, acknowledged, and rectified swiftly and within the timescales detailed in our Internal Quality Procedures Manual. The timescales for remediation will depend upon the nature of the complaint, the findings of the investigations and the appropriate course of action to resolve. Upon resolution, the complainant will be contacted out of courtesy to advise of any improvements since made.

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Learning from Complaints

The company Complaints Log will be reviewed on a regular basis by the Company Director where any trends or reoccurrences will be identified and reviewed. Where deemed appropriate, changes shall be made either to working procedures, training or products.

Customer Feedback

Customer feedback is welcomed and encouraged throughout the construction process. At operational level, we will discuss and review performance during Contract Review Meetings alongside our clients and delivery teams. Upon completion of our contracts, clients will be invited to complete a confidential questionnaire assessing our performance. This information will be analysed and used constructively to progress continuous improvement across the company.

Michael Cawood
Director
Hutton & Cawood Building & Joinery Ltd