

CJ JH JH PLANT AND TOOLS LTD

Company Policy

We will give you contact details (including where appropriate a mobile phone number) of the CJ JH Plant & Tools Ltd person dealing with your current contract or account. This person will:

- Maintain regular contact with you
- Identify your needs and how CJ JH Plant & Tools Ltd can best meet these
- Check that you are fully satisfied with our service

Satisfying your requirement is paramount. We will always listen, take account of your views, and respond promptly to all your requests. Where there are reasons why we cannot act on your request, we will explain, discuss and reach agreement. To avoid misunderstanding we will provide clear written details of what we deliver. When changes are necessary these will be discussed and documented.

Confidential information will never be relayed by telephone or fax without prior agreement. All financial, technical or business information supplied to us will be treated in the strictest confidence.

Reporting Standards. Information, recommendations and certification will be conveyed to the customer verbally, electronically or in writing.

Monitoring client satisfaction. We will contact you on a regular basis to ask about the service we have delivered, and seek informal feedback when appropriate. We value this information to provide direction to the on-going improvement of performance.

Complaints. Whilst our aim is to minimise complaints, CJ JH Plant & Tools Ltd recognises the need to resolve complaints promptly and view each as an opportunity for improvement. We will acknowledge, and investigate, written complaints within 48 hours of receipt.

Chris James
Managing Director
July 2021