



## **Customer Service Policy**

### **1. Introduction**

At GEODEC, we are committed to delivering outstanding customer service in all aspects of our painting, decorating, and interior design services. Our goal is to provide high-quality workmanship, transparent communication, and a seamless experience from initial consultation to project completion. This policy outlines our approach to ensuring customer satisfaction and maintaining strong relationships with clients.

### **2. Our Customer Service Commitments**

We are dedicated to:

- Providing professional, friendly, and efficient service.
- Listening to customer needs and tailoring our services accordingly.
- Delivering work of the highest standard with attention to detail.
- Communicating clearly and honestly throughout the project.
- Resolving any issues promptly and fairly.
- Respecting customer property and maintaining a clean work environment.

### **3. Customer Interaction and Communication**

#### **3.1 Initial Inquiry and Consultation**

- We will respond to all inquiries within 24 hours (excluding weekends and holidays).
- Free initial consultations will be offered where applicable.
- Clients will receive clear information on our services, pricing, and timelines.
- A designated point of contact will be assigned for each project.

#### **3.2 Estimates and Quotations**

- All quotes will be provided in writing.
- Prices will be transparent, with no hidden fees.
- Customers will be informed of any changes before work begins.
- Quotes will be valid for a specified period of 30 days



### 3.3 Project Execution and Progress Updates

- A detailed scope of works will be provided before work starts.
- Customers will receive regular progress updates.
- Any unforeseen delays or issues will be communicated immediately.
- We will always seek customer approval before making any changes.

## 4. Quality and Workmanship

- We use high-quality materials that meet industry standards.
- Our team consists of trained and experienced professionals.
- All work will be completed to a high standard and within the agreed timeframe.
- Final inspections will be conducted to ensure customer satisfaction.

## 5. Respect for Customer Property

- Our team will treat customer properties with care and respect.
- Protective coverings will be used to safeguard floors, furniture, and valuables.
- Work areas will be always kept clean and tidy.
- At project completion, the site will be left in a clean condition.

## 6. Handling Customer Complaints

### 6.1 Complaints Procedure

If a customer is not satisfied, we will:

- Acknowledge the complaint within 24 hours.
- Investigate the issue within a reasonable timeframe.
- Propose a fair resolution, such as a correction of work or compensation.
- Keep the customer informed throughout the process.



## 6.2 Escalation Process

- If a complaint cannot be resolved at the first level, it will be escalated to senior management.
- If necessary, we will seek mediation or external resolution services.
- We are committed to resolving disputes amicably and professionally.

## 7. Guarantees and Aftercare

- Our work is backed by a guarantee. Please see Warranty/Guarantee policy
- Customers can contact us for any post-project concerns.
- We provide maintenance tips to help preserve the quality of our work.

## 8. Customer Feedback and Continuous Improvement

- Customers will be encouraged to provide feedback through surveys or reviews.
- We will use feedback to improve our services and customer experience.
- Positive reviews may be featured on our website and social media.

## 9. Data Protection and Privacy

- Customer details will be stored securely and used only for service purposes.
- We comply with data protection laws regarding customer information.
- Personal information will not be shared with third parties without consent.

## 10. Equal Treatment and Non-Discrimination

- We treat all customers with fairness, respect, and without discrimination.
- We ensure accessibility for customers with special requirements.

## 11. Policy Review and Updates

- This policy will be reviewed annually to ensure it remains relevant.
- Updates will be communicated to all employees.



## **12. Policy Approval**

This policy applies to all employees and subcontractors representing GEODEC.

Signed By:

George Ryan Matthews

6<sup>th</sup> February 2025

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