



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

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