



Client Care Charter

Introduction

At the heart of every process in the execution of the high-quality construction services offered by Hinds Building Services is client care. It is with this in mind that it is necessary to document the high-quality care that we wish to offer to all of our clients and prospective clients. These should be treated as the minimum standards which our client should expect, though at all times, we will aim to continuously reflect and exceed our stated policies.

We value our client's insight and therefore proactively seek their views on all aspects of our service. We hope that through our process, our clients feel valued. Ultimately, it is through a thorough understanding of their needs that we hope to provide an exceptionally high client experience.

Vision

To positively and proactively provide an unrivalled client experience by way of an integrated client-centred approach which is continuously adapted to meet the changing needs of our clients while conscious of the need to continually adapt our processes to deliver excellence.

With this in mind, we have identified some essential components which will ensure the successful execution of our vision:

Client Priority in Planning

Our clients are of high priority in the development of any future business plans and corporate strategies. This is evident in our feedback and complaints policy below.

Training in the Day-to-Day Execution of this Charter

All employees, including sub-contractors, will be provided with training on client care on an annual basis or more frequently, as business needs demand. All new starters are required to read and sign this client care charter and be expected to act in accordance with its terms.

General Training

Hinds Building Services will ensure that all employees have the required skill set for the correct implementation of their appropriate tasks. In the annual planning round and business review meetings, continuous employee training will be made our utmost priority.

Monitoring

Hinds Building Services will regularly monitor this Charter to ensure that the changing needs of our clients, suppliers, residents, sub-contractors and consultants are met.

Client Feedback

Hinds Building Services values client feedback. This is evident in our open review page on Google and frequent requests to clients for feedback. Our approach to feedback is phased. On the day of completion, we request detailed feedback from the client, including, as is appropriate the freedom to leave reviews on our external portals. In some cases in light of the nature of the task completed, this is achieved by way of a detailed client questionnaire which is mapped on to our key performance indicators (KPI). This does not affect, and would operate in addition to, any general request for feedback.

We also contact clients at the three to six month anniversary of their completed project with a view to confirming whether the client remains happy with our services. This feedback is also fed into our planning which ensures that we continuously improve our processes.

Accessibility

All information provided to clients is provided in an accessible format. Where relevant, clients can request alternate accessible formats.

Information and Transparency

As is appropriate to the size of the project, we endeavour to provide clients with feedback and detailed information on the progress of the project at every key stage, or more frequently, as is appropriate. Our team leaders develop strong and lasting relationships with our clients and, it is in this environment, that we are hopeful that the client is happy to get in touch with any concerns or queries during the building process. We are hopeful that our pricing policy is transparent and any information relating to their project is freely accessible.

Legal Compliance

Hinds Building Services will ensure compliance with all legislation, regulatory instruments, standards and internal policies, including the Equality, Diversity and Inclusion Policy, Health and Safety Policy and Confidentiality Policy.

Professionalism

We are fully committed to the dignity of the individual and will treat all clients and relevant stakeholders with dignity, fairness and respect, and providing equality of opportunity for all of our clients.

Contacting Hinds Building Services

All customers are provided with clear details on contacting the company. At the commencement of a new project, the client meets in person and is given the mobile number for the Team Lead for their job. Clients may also contact us by email, which should be acknowledged and answered within 24 hours. Where further investigation is required, the client is informed accordingly and provided with a timeline for a detailed response to their query. Our telephone systems also indicate the opening and closing hours of the business and appropriate holidays when the business is closed. Our voicemail system also provides additional detail on how the client can leave a message when the business is closed. These working hours are also updated on our website during the holiday period.

Complaints

Though we strive for zero complaints and take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that complaints may be made. A complaint is a valid expression of dissatisfaction and however it is made, by email, letter, telephone or verbally, we will investigate, and use it as a means to improve our standards of service.

Hinds Building Services offers a detailed and easily accessible system for clients to express any challenges that they have faced in any component of our services. Where such is received, this is logged appropriately. The client is contacted within two (2) business days with the proposed next steps; such matters are escalated as being of the highest priority. Where this is not possible, the client is informed and kept at the heart of the process in resolving the complaint.

Where any trends are identified in complaints, this will be escalated with a view to decisive action on quality of services offered, products used or other metrics.

Ultimately, we provide a clear framework, through a range of methods, for processing feedback effectively and efficiently, which provides impartial consideration which leads to a mutually agreeable resolution of these complaints.

Data Protection

In line with the General Data Protection Regulation, we will manage our client data in a responsible manner. The following statement is usually included in the final letter to the client: For the purposes of EU General Data Protection Regulation (GDPR), we will retain your name, address and contact number on file. For accounting and audit purposes, we will also securely retain a copy of all estimates and invoices, which may include your personal data, including your name and postcode, for six (6) years.

Management Team, Hinds Building Services

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