

Customer Care Policy

Document purpose and scope

This document sets out the Customer Care Policy of Steel Processing (Midlands) Limited.

This document will be reviewed for continued suitability, will be communicated within Steel Processing (Midlands) Limited and made available on our website for other interested parties. The review interval for this document is 2 years.

Policy statement

We are committed to providing exceptional service and we set clear standards for customer care. We work within a set of principles that benefit our clients and our business partners, who have contact with and our staff

Our main aims are:-

- to communicate professionally, accurately and promptly
- to work collaboratively
- to embrace challenge
- to be the preferred business of choice with all of our partners
- to offer high quality products, on time and in full, consistently.

We will comply with all legislation, standards, statutory and other obligations and best practices which are relevant to our activities and the jurisdictions in which we operate.

We will seek to comply with client policies where required and reasonably possible to do so without conflicting with our own policies or other obligations.

Notification of a breach or potential breach of this policy will be reported to senior management and may be escalated to the Board of Directors.

Aim

This policy aims to help us provide all interested parties with the highest standards of service.

Responsibilities

The Board of Directors is responsible for reviewing and approving the content and implementation of this policy and will assist each department by refreshing and reinforcing this policy via application, guidance and monitoring where appropriate. The Directors are responsible for taking measures to help their staff act in compliance with this policy. Overall compliance with the requirements of this policy is the responsibility of each department within the Company. The Senior Managers of each department will ensure their department's adherence to this policy

Senior Managers are required to check that their staff are aware of this policy and any associated guidance.

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it.

Implementation

In accordance with this Policy, we aim to provide clear and straightforward information that meets accessibility standards wherever practical.

We have a procedure in place to deal with customer enquiries, queries and complaints; these include our websites, phone numbers, email addresses and Customer Satisfaction Surveys. We will do everything that is reasonably possible to make our services available to everyone, in line with our Equality Policy.

We use our best endeavours to acknowledge and respond quickly to any communications we receive and pass them on to an appropriate person. We promptly deal with any complaints received, including escalation to the Board, if appropriate.

We act in a professional and courteous manner at all times including prompt attendance at meetings and appointments.

We take care to look after personal and other client data in a responsible manner and in accordance with our Data Protection & Privacy Notice.

We use our resources effectively and efficiently and operate in accordance with our ISO certified integrated management system. This helps us to enhance customer satisfaction and consistently provide clients with the required products and services whilst providing a safe, secure and environmentally responsible workplace. We regularly review our performance and consult with interested parties to help us improve the services we provide.

Approval

This document was approved by the Steel Processing (Midlands) Limited Board on 21/9/2020

A handwritten signature in black ink, appearing to read 'Nick Liggins', with a large, stylized flourish at the end.

Nick Liggins
Commercial Director