

FITZGERALD CONTRACTORS LIMITED

# Customer Care Policy

The Directors of Fitzgerald Contractors are committed to implementing, monitoring and continuously improving the high level of service it provides to its customers, their professional representatives and other supply chain partners.

In conjunction with BS EN ISO 9001/2000 certification, which controls compliance with the company's documented quality procedures, this policy extends our commitment by including the considered views and comments of our Clients, Stakeholders, Professionals, Supply Chain Residents, and Fitzgerald's own staff. It is intended that this statement will emphasise the standards of quality and service the company is intent upon providing and offer the reassurance that any item which does not achieve the required standard will be promptly addressed and adequately resolved.

## Open Dialogue

We encourage and welcome open and constructive dialogue at every stage of the Conception, Design, Construction and Management process between all members of the 'Construction Team' and Stakeholders who are impacted by our activities. Our experience has proven without doubt that this ensures the best route to a successful project. Issues raised will be fairly considered and any improvements identified will be implemented.

## Complaints

To continuously improve our high level of service to our customers we expect complaints and defect issues to be dealt with promptly to the satisfaction of the customer. We have a documented complaints procedure with all complaints/defects being categorised as follows:

- *Category 1 Emergency immediate action*
- *Category 2 Urgent resolved within 48 hours*
- *Category 3 Normal resolved within 7 to 14 days*

Failure to respond and/or notify us of rectification work by our Supply Chain will result in a warning notice being issued. A further warning notice will result in future work with Fitzgerald not being considered.

## Customer Care Director

The Company has appointed a Director within the organisation who will be the single point of contact and will be responsible for ensuring that any defects or complaints are promptly dealt with to the satisfaction of the customer. The Customer Care Director is responsible to the Managing Director and reports to all parties on a regular basis and most importantly, liaises with Clients and Stakeholders promptly on actions implemented.

## Client/Customer Liaison

Close liaison will be maintained between a Fitzgerald Director or a Senior Manager and the Client throughout the construction process and Clients and Stakeholders will be invited, upon completion, to complete a confidential non-contractual questionnaire upon which they can submit their views on key issues, including Quality, Performance, Relationships, Health & Safety, Consideration, Level of information provided at Pre-Construction and Customer Care.