

Customer Care Policy

Last updated	06/01/2025
Review Date	06/01/2026
Company	Murray Building Services Ltd
Responsible Person	Andrew Murray - Managing Director
Document Controller	Business Support Manager

Murray Building Services is committed to providing a high quality service, delivered cost effectively by professionals who take pride in what they do.

Murray Building Services will:

Seek to understand the requirement of our clients and the project

Ensure that clients are treated courteously and promptly

Ensure that clients are provided with the name of an Estimator for all tenders received and the name of the Project Manager for all contracts secured

Facilitate a teamwork approach with all involved parties to ensure client expectations are realised

Liaise with the client to ensure that they are kept informed of programme progress at all times

Encourage staff members to act politely, friendly, helpfully and professionally when dealing with enquiries

Escalate and encourage complaints through the given procedures as follows:

- i. To ensure that complaint is documented on MBS Customer Complaint Form by person receiving complaint
- ii. To ensure that complaint, once documented, is passed on to appropriate Line Manager/MD for advice/action etc
- iii. To ensure that complaint is responded to within 3 working days (less if possible), provided all information/given facts are available within the given timeframe
- iv. To ensure that complaint is resolved, and written confirmation given

v. To ensure that, in the case of further problems arising, the matter is referred on to appropriate organisation e.g. Main Contractor/Manufacturer/B&ES Association's mediation service etc.

vi. To ensure that appropriate measures are put in place to prevent a future recurrence of the issue

Always act to rectify problems on projects to meet the expectations of our clients

Signed:

A handwritten signature in blue ink, consisting of several fluid, connected strokes that are difficult to decipher as specific letters.

Position: Managing Director

Date: 6th January 2025

