



*electrical & fire safety services*

## **CUSTOMER CARE POLICY**

DPL's success is dependent on our customer's success. DPL is committed to building genuine, lasting relationships with our clients to achieve mutually agreed objectives.

- To be fair and reasonable at all times
- To always deal openly & honestly
- To offer a high level of service and professionalism
- To measure the satisfaction of our customers with our services and to take steps to improve areas which customers are not happy with
- Make our services available to customers in a way that matches their requirement, including those with differing or special needs.

### **Operative Code of Conduct**

#### **General Conduct**

Operatives are expected to be polite and co-operative and helpful to tenants and other personnel at all times.

No behaviour must offend or intimidate.

DPL operatives must never use the telephone or any items belonging to the occupiers.

No smoking in residents premises.

All operatives must use facilities of DPL not the residents

#### **Identification**

Identification, staff must always wear their identification in a clear, visible position and present to the resident.

#### **Appointments**

DPL always inform residents of when they require entry to a property and advise how long they will be working at the property. If there are any changes in circumstances/ schedule DPL will inform the resident and advise of proposed new schedule.

#### **Housekeeping**

DPL operatives always use clean dustsheets and clean sheeting when in resident's homes. Good housekeeping adhered to at all times. DPL will clear up all debris and generally clean up at the end of each working day. Rubbish removed from premises.

#### **Disputes**

In the event of a dispute, DPL operatives have been instructed to bring the conversation to a polite conclusion by explaining to the person that they can complain to a more senior person in the company. Incidents are always reported to the Customer Liaison officer.

### **Dress Code**

DPL uniform to be worn at all times and operatives to remain neat and tidy in their appearance. Working without shirts is forbidden.

### **Tools & Materials**

DPL operatives will comply to Health & Safety Executive requirements: they will ensure all dangerous tools and materials are kept within their immediate working area.

### **Security of Premises**

Whilst working in premises in the resident's absence DPL will ensure that they will not leave without ensuring the property has been secured.

### **Parking**

Wherever possible, DPL will avoid taking the residents parking spaces and will use allocated parking areas if this has been arranged.

### **Resident Liaison**

DPL believes customer liaison officers are imperative to ensure customer and client satisfaction. DPL work in many residential properties and realises that good customer relations are a major factor in the efficient running of the project.

DPL has employed Customer Liaison staff who are dedicated and experienced in this area.

### **Customer Liaison Officers main responsibilities**

- To ensure good communication is maintained at all times between DPL teams and the residents/customers
- To minimise disruption and inconvenience to residents/ customers
- To maintain good working relationship between the DPL teams, the residents and the customers
- To manage customer care at the highest level

### **Duties Include**

- Arranging access to properties
- Advising residents on scope of works
- Identification of special needs
- Consultation and recording of residents/ customers choice.
- Resident/ customer satisfaction form
- Investigating and resolving complaints
- Monitoring DPL site staff work standards & customer care