



CUSTOMER SERVICE POLICY

Thames Security Management Ltd always aims to put the customer first and the company strives to be an approachable organisation.

This Customer Service Policy sets out what this commitment means in practice, as to what our customers can expect from us and what we expect from our customers. It also makes clear the company's commitment to provide excellent customer service that offers value for money.

Key to achieving that vision is a good relationship with our customers, each individual customer has specific requirements but it is important that each customer is treated to the same high quality service.

The policy and standards below apply to every customer.

We promise to:

- Act in a professional manner and be polite at all times
- A formal acknowledgment verbally within 2 hours
- A formal acknowledgment by writing within 24 hours
- An interim response at the 3 day point if the complaint has not been resolved
- A full and final response within 7 days
- A follow up within 10 to 14 days from the resolution to ensure the customer is still happy with the outcome.

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We would like you to:

- Give us the information we need to help you
- Treat all our employees appropriately and with respect
- Help us improve by giving us your views
- If we don't do as we say in this statement then please tell us

How will we monitor this policy?

- Make it easier for you to make a complaint , comment or suggestion
- Monitor complaints to ensure we learn from our mistakes
- Publicise our customer standards to our customers
- Monitor our performance against these standards and key indicator points
- Train and support our staff in providing better customer service
- Use customer surveys to regularly gather customer feedback

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Complaint Procedure

- A formal acknowledgment of a complaint verbally within 2 hours
- A formal acknowledgment by writing within 24 hours
- An interim response at the 3 day point if the complaint has not been resolved
- A full and final response within 7 days
- A follow up within 10 to 14 days from the resolution to ensure the customer is still happy with the outcome.

Thames Security Management Ltd will always seek a speedy solution to all queries before they reach the complaint process however some situations will always require a full investigation. Thames Security will always put new systems in place while the said investigation is being conducted.

All calls to Thames Security Management are recorded for training purposes and to give our customer's piece of mind that there will always be a trail of evidence if required for any investigation.

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Mr. S Graham
Managing Director