

Perfect Group | Customer Care & Complaints Policy

Perfect Group (Nationwide) Limited delivers a House Removal and Storage services to a diverse range of customers across UK. Customer Care in these services will be provided by the following types of process:

Enquirers

Enquirers can expect to have any service query dealt with promptly, with many completed during the initial contact with a member of staff. All enquiries will be responded to within 24 hours. All forms of written response will be despatched to the client on the same day the enquiry is received. Enquirers can expect that Perfect Group (Nationwide) Limited will monitor how effectively it handles enquiries and seek to improve the service customer's experience.

Where a customer wishes to make a formal complaint Perfect Group (Nationwide) Limited has a Complaints process. All Perfect Group (Nationwide) Limited staff have been briefed on the Complaints Process and its operation.

MAKING A COMPLAINT

In the first instance any concern or problem should be raised with a member of staff who may be able to resolve the situation immediately. If this is not possible or does not resolve the issue the customer should adopt the formal procedure of submitting a complaint in writing.

Written complaints should be made to:

**Customer Complaints
PERFECT GROUP
Unit H Chantry Industrial Estate
Storrington
RH20 4AD**

They can also be emailed on: info@perfect-group.co.uk

Perfect Group (Nationwide) Limited will acknowledge receipt of a complaint within 24 hrs, and to respond, detailing the actions to be taken within 3 days of receiving the written complaint.

Following the resolution of the complaint Perfect Group (Nationwide) Limited will review the processes and procedures to identify changes, staff training or communication that would improve the processes and customer service.

Staff action

Staff receiving a concern raised by a customer, or a formal complaint should ensure that the concern or complaint is recorded as per the Customer Complaints Procedure. This Customer Care Policy lays down the expected level of service customers can expect. Perfect Group (Nationwide) Limited will strive to continue to deliver effective and helpful services, those services will also be regularly reviewed in order to ensure continuous improvement.



Perfect Group | Claims & Complaints procedure

Our Policy

Our goal is to avoid claims and complaints by ensuring all our staff are fully trained and conversant with good customer service practice. We have in place a training, quality assurance and monitoring programme to ensure that where we fall short of our high standards, we can identify the problem and make good by reviewing our practices and training on a monthly basis.

Our Procedure

1. All claims and complaints are to be handled with honesty, fairness and integrity.
2. **All claims and complaints must be received in writing within 7 days of job completion.**
3. If the complaint is made on the day of the removal, our onsite team must ask the client to note it down in the appropriate place on the 'Job Sheet'.
4. Our foreman should also ask the customer to write and report this to the office within 5 days.
5. All claims and complaints are to be investigated fully, including interviews with the team on the removal and anyone else who can contribute in a constructive manner.
6. All contact with the client should be noted on the in house Complaints & Claims database, and also in the client file if in writing.
7. A response to any claim or complaint must be made within 3 working days, in writing by the office.
8. If it is felt that the issue can be resolved quickly and easily, then every attempt must be made to achieve a quick resolution.
9. For more serious complaints, every effort must be made to bring the matter to a satisfactory conclusion.
10. Where a claim is unlikely to be solved quickly, a copy of this claims procedure should be sent and the client made aware of the British Association of Removers adjudication service (ADR).
11. When a claim is resolved, it will be reviewed on a monthly basis and any findings to assist improve our service will be implemented.

