



CUSTOMER SERVICE

CHARTER Issue 3

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|--------------|--|------------|--|---|
| 3 | Updated complaint resolution timeframe and order acknowledgment deadline | March-25 | Rosie Hayes Customer Service Supervisor | Tracy Bailey Consumable Sales Supervisor |

MICRONCLEAN CUSTOMER SERVICE CHARTER

Micronclean Purpose Statement

At Micronclean, our passion is to be the first to develop new technological solutions that change the shape of the markets we serve, creating efficiency and quality for our customers.

Micronclean Customer Service Statement

At Micronclean, we are committed to providing exceptional customer service at all times by behaving in a professional, ethical manner and ensuring we deliver the highest levels of service and aftercare.

In addition, we commit ourselves to driving improved customer satisfaction by understanding your changing needs and requirements and proposing unbiased solutions that create efficiency and quality for you.

Micronclean Customer Service Charter

The Micronclean Customer Service Charter sets out the standards of service we aim to provide. It also provides information on how you can give us feedback on your experience of doing business with us.

1. We commit to do the following:

- Be polite, helpful and treat you with respect
- Make sure that we use plain language
- Ensure our staff are properly trained
- Make sure that you are communicated to on a regular basis
- Respond promptly to all issues brought to our attention
- Ensure our general terms and conditions are fair, easily accessible and clearly set out
- Work with you to understand your business needs and deliver sustainable solutions
- Contact you pro-actively when we are aware of any issues that could impact on your service levels
- Uphold our internal values of Stewardship, Knowledge, Innovation and Excellence

2. When contacting us, we will:

- Have staff available to answer your enquiries between 8am and 5pm Monday to Friday
- Answer your call promptly
- Respond to all emails within one business day
- Acknowledge all orders within 24 hours of receipt
- Process all quotes promptly
- Try to give a full answer to your enquiry the first time you contact us

3. When dealing with customer queries, we will do the following:

- All queries will be responded to as quickly as is practical and most will be dealt with on the day of receipt
- In the event it cannot be resolved on the day of receipt, we will acknowledge your query within one working day of receipt with an indicative timescale of resolution
- Thoroughly investigate any complaint in accordance with our complaints procedure, which includes a 5C investigation, and endeavour to resolve within 20 working days and close with a customer complaint feedback form
- Any Invoice and payment queries will be responded to within 24 hours of receipt
- If a response time for any query or complaint exceeds the above timescales, you will be contacted by your dedicated Customer Service Co-ordinator who will inform you of progress

4. Measuring our performance:

- We will measure our performance by way of customer surveys, customer feedback and monitoring of our performance through various reporting systems.
- We will use these measures to improve our levels of service on our path to customer service excellence and continuous improvement.
- We will communicate our overall service performance on a regular basis

5. You can help us by:

- Providing accurate and complete information such as keeping us informed of
 - Changes to on-going projects and quotes
 - Changes in contact details
- Quoting all relevant contract and account numbers when raising queries or complaints
- Where possible to use our product codes and contract numbers
- Providing feedback and suggestions on service improvements so that we can work with you
- Treating us with courtesy and respect



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