

# British Safety Council Customer Service Policy



## Customer service

The British Safety Council is committed to providing an outstanding level of customer service and complete customer satisfaction.

We will

- treat you politely and with respect;
- always be professional, helpful and courteous;
- deal with your enquiries efficiently;
- be knowledgeable about the products and services we offer;
- always provide accurate and consistent information;
- listen to your views;
- offer advice and help where we can;
- use plain language and not use jargon;
- not discriminate against you;
- do what we say we are going to do.

## Customer service standards

We will

- answer your telephone call within three rings;
- respond to all letters, e-mails and faxes within two working days;

## When we meet at our offices

We will

- create an accessible environment that is welcoming, safe and friendly;
- make sure you are greeted upon arrival.

## Complaints procedure

We will

- acknowledge your complaint within two working days;
- log all complaints and resolve them as quickly as possible;
- assign an appropriately qualified member of staff to deal with your complaint;
- respond fully or provide a progress report within 20 working days;
- for more complex complaints, conclude follow-up action within an agreed timescale;
- reply in whichever way (telephone, e-mail, letter) is most convenient for you.



## How to contact us

We welcome feedback to help us continually improve our service.

Please contact us with any suggestions for improvement.

If you are unhappy with the service that we have provided, please contact us in one of the following ways:

By post:           Customer Service Manager  
                      British Safety Council  
                      70 Chancellors Road  
                      London W6 9RS

By telephone: 020 8741 1231

By e-mail:         customer.service@britsafe.org

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