

# ARTISAN ELECTRICAL

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## Customer Care Policy

**Artisan Electrical & Security Ltd** is committed to delivering high-quality electrical and security services while maintaining excellent customer relationships. Our ethos is built on professionalism, integrity, and continuous improvement to exceed customer expectations.

## Our Commitment to Customers

We strive to:

- Provide a **friendly, professional, and responsive** service tailored to customers' needs.
- Treat all customers with **courtesy, respect, and fairness**, ensuring inclusivity and non-discrimination.
- **Communicate clearly and effectively**, responding promptly to customer inquiries, feedback, and concerns.
- **Maintain confidentiality and compliance** with the UK General Data Protection Regulation (UK GDPR) when handling customer data.
- **Engage with customers** through regular feedback collection, surveys, and focus groups to enhance our services.
- Collaborate with our **supply chain and stakeholders** to continually improve service delivery.
- **Ensure all employees and contractors working onsite undergo background checks (DBS/CRB)** to uphold safety and security standards.
- **Uphold safeguarding measures** where work involves vulnerable individuals, in line with UK legislation.

## Our principles

We operate based on the following key principles:

- ✓ **Availability & Timely Delivery** – Ensuring reliable service within agreed timeframes.
- ✓ **Professionalism & Teamwork** – Promoting a skilled, customer-focused workforce.
- ✓ **Quality & Innovation** – Continuously improving services with new technologies and best practices.
- ✓ **Trust & Integrity** – Conducting business with transparency and ethical responsibility.

Artisan Electrical & Security Ltd.  
Registered Office: Ada House, 1-3 Ada St, Queensbury, BD13 2HL  
Registered in England & Wales No 09316227

## **Code of Conduct & Working Practices**

- Employees adhere to a **professional code of conduct**, particularly when working in occupied premises.
- Staff are **uniformed and carry identification** for security and professionalism.
- Work is carried out with **minimum disruption**, ensuring premises are left clean and tidy.
- Employees are **trained to respect customers' privacy, property, and safety** at all times.

## **Review & Compliance**

This policy is reviewed annually to align with evolving legislation, customer expectations, and best practices. Compliance with UK employment law, consumer protection regulations, and health & safety guidelines is fundamental to our operations.

SIGNED:



NAME: Joshua Thwaites

DATE: 20/03/2025

### **Policy Review:**

Date Reviewed                      Reviewed by                      Outcome