



Customer Services Policy

Amberon Ltd

Unit 3

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TQ4 7PJ

Revision Date 5th January 2009

Revision Status

Revision	Date Issued	Approved By	Signature
1	05/01/2009	A Pegg	

On receipt of this document/revision, please destroy all previous and now obsolete copies.

The next review is due: 4th January 2010

Customer Services Policy

Amberon Ltd has the clear aim to offer the best possible service to our customers. As such Amberon Ltd will focus on these key areas of Customer Service:

- **Courtesy** - Employees of Amberon Ltd will exhibit customer friendly service skills, be knowledgeable, professional and courteous at all times.
- **Confidentiality** - All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence.
- **Communication** – Representatives of Amberon Ltd can be reached by post, phone, fax and e-mail. All correspondence will be responded to in a clear, concise and timely manner.
- **Consistency** – Amberon Ltd constantly reviews policies to ensure that we provide a consistently good service to all partners.
- **Handling complaints** – Amberon Ltd seeks fair, just and prompt solutions when possible to any complaints and appeals. As such we have a detailed complaints procedure.
- **Access to information** - Information about our organisation and its work is displayed on our website at www.amberontm.com

Amberon Ltd complies fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by Amberon Ltd is fully accessible to that person for review or editing by contacting the Office Manager.