



## Customer Care Policy Statement

The stated aim of Hampshire Engineered Timber Solutions Ltd (HETS) is to provide a high degree of customer satisfaction by producing high quality projects on time and within budget while promoting health, safety, and environmental issues as primary conditions in everything we do.

We appreciate that providing our customers with the kind of services that makes them happy to work with us again is the most important focus of our business.

This emphasis on customer care is recognised by the company as the responsibility of all Directors, Managers, Staff and Employees who all have a part to play in helping the company to achieve improved customer satisfaction.

The company quality assurance procedures also recognise the importance of a good customer care programme and various formal procedures are embodied within the quality management system to ensure we listen to our customers, respond to criticism, identify improvements and implement changes. The various practical customer care procedures include:

- The formal site meeting set up to assist the Client in monitoring information and progress where the company will deliver a current status report and invite the Client to report to the meeting.
- The company operates a complaint procedure covering such issues as the side effects of the construction operation, which may create concern such as noise, pollution, dust, and behaviour of staff particularly relevant when working on occupied sites.
- One of the stated aims of HETS is the continuous improvement of all aspects of our operations to increase the level of customer satisfaction. To assist us to improve our service we research our clients views using a customer satisfaction questionnaire, the questionnaire is issued during construction, after handover and practical completion is solicit our client's view of our performance in a whole range of areas.
- HETS also appreciate that one of the corner stones of customer satisfaction in the construction industry is how we effectively deal with defects.

At HETS Construction we are continually working towards zero defects using a combination of our well-established management procedures and by encouraging and motivating all staff in working towards doing each part of the job once, doing it completely, doing it right and on time. These actions are good practical ways of fostering a good customer care culture, however, we realise that an effective customer care programme can only come from understanding customer needs.

It is only by getting closer to our customers asking them questions and listening to their views that we can hope to find out what our customers really need, and at the same time, pre-empt potential future problems.

Luke Kierman Managing Director  
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