



PAVILION

CUSTOMER CARE POLICY

Our Customers are the most important people in our organization. They are not dependent upon us. We are dependent upon them.

Customers are not cold statistics.
They are unique human beings with different feelings, emotions and needs.
We have a job, when they allow us to fill those needs.

Properly cared for, they will remain our customers for life and bring us new ones.

Pavilion Print Management Ltd thus commits itself to a customer care policy that commits us all to

1. Treat customers with respect and courtesy at all times.
2. To answer the phone promptly and to identify ourselves to the customer.

 'Good Morning, David Platt, how may I help you?'
3. To take ownership of the issue and confirm who has taken ownership with contact details
4. To return messages from the phone and e-mail promptly
5. To provide feedback and status reports on issues within agreed timescales and ensure all issues are resolved to satisfaction.
6. To respond to complaints within 24 hours with either resolution or timescale and planned actions to resolution.

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