

# INSTARMAC

## Customer Promise

It is the policy of Instarmac Group plc to provide our customers with the highest quality products and expert service in order to achieve maximum customer satisfaction. Our dedicated Quality department are continuously testing to ensure perfection and customer satisfaction. Our Research & Development team are striving to create new innovative materials to ensure we can satisfy a growing market of complex needs. Our management and staff are committed to continuously improve procedures, quality, standards and management systems in order to deliver improved turn round times and overall customer service. Every staff member is personally responsible for ensuring that his or her work is of the highest standard and endorses this policy. Management guarantee that all staff will receive full support, resources and necessary training in order to deliver this goal.

### MANAGING DIRECTOR

At Instarmac we strive to offer you a welcoming and professional service. We deal with your enquiries in an efficient manner and to the best of our ability at all times. Our commitment to our customers is reflected in our: **Customer Service Policy**

We always try to give clear and relevant information. Whatever you need, just ask and we will do everything we can to help you. Instarmac can be contacted by: **Post – Phone – Fax – email**

### MORE INFORMATION?

The Instarmac website is packed with useful information and can also be used to contact our friendly and experienced Customer Service Co-ordinators [www.instarmac.co.uk](http://www.instarmac.co.uk)

### When you VISIT us

- A member of our team will greet you immediately in the Reception Area.
- The person you have come to see will meet you within 5 minutes of your arrival time.
- We will identify ourselves and be welcoming, courteous and helpful at all times.
- We will listen to you and respond to your need.

### When you WRITE to us

- We aim to respond with a full answer as soon as possible, but ideally within 2 days of receiving your letter.
- If this is not possible, we will let you know we have received your letter and follow up within 5 days.
- Whatever happens, we will keep you informed.
- We will reply in a clear, concise and easy to understand way.

### When you PHONE us

- We aim to answer calls courteously within 3 rings.
- We will always try to answer your query straight away.
- If we don't know the answer to your question or the person you want is not available, we will take a message and get back to you within 1 working day.
- If you leave a message on an answer phone, we will call you back within 1 working day.

### When you EMAIL us

- We aim to respond with a full reply within 1 working day.
- If the matter is urgent we will try to reply faster.
- We will ensure that our departmental email boxes are checked at least once a day during working hours.
- We will write in a clear, concise and easy to understand way.

### Registering a COMPLAINT

- We aim to be helpful & efficient, but we know sometimes things do go wrong.
- We want to correct our complaints quickly and therefore all complaints are logged on a database, investigated and reviewed weekly at board level.
- We will update you of our findings on a regular basis in most cases daily.
- We will strive to ensure that any problems are not repeated, simply, we will learn from these mistakes.

### Suggestions and Improvements

- We welcome suggestions for improvements.
- We will inform you if we can make the change you suggest.
- We are delighted to receive compliments when you feel you have received outstanding service – making sure the people concerned are aware of your praise.
- We will contact our customers regularly to ask them where we can improve.

