

Microbee Environmental Ltd

Customer Care Policy

Microbee Environmental Ltd is committed to delivering excellent customer service. This customer care policy sets out what this commitment means in practice, what our customers can expect from us and what we expect from our customers. We provide a wide range of services across many different locations to different sectors and it is important that everyone receives the same high quality response. We are committed to promoting access to our services and offering choice wherever possible in the services we provide and the way we deliver them. Staff are responsible for providing an efficient, caring and professional service.

We will ensure that you are dealt with:

- As quickly as practicable
- Fairly and reasonably
- In a courteous, helpful manner

We will always:

- Be open and honest and explain our decisions.
- Ensure that staff take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague.
- Give as much information as possible to help you make informed choices.
- Act in accordance with the law.

We would like you to:

- Give us the information we need to help you.
- Treat all our staff fairly and with respect.
- Give us your views and suggestions to help us to improve our services.
- Tell us if you know of any other customers who need our help or feel they have not been treated fairly within our customer care standards.

Face to face contact, we will:

- Clearly advertise our expected arrival time for surveys and approved work and do our very best to arrive exactly on time.
- Greet customers and introduce ourselves in a friendly manner upon arrival.
- Respect your privacy during work, interrupting you when clarification is needed.
- Make sure our staff identify themselves and establish who is the Team Leader.
- Listen to you and respond to your needs.
- Be always courteous and helpful.
- Treat your home with respect when we visit you to undertake work.

Contact by telephone, we will:

- Attempt to resolve your query at the first point of contact. If this is not possible, we will pass your call to someone who can help and ensure that you have the name of the staff member dealing with the query.

Contact in writing, we will:

- Aim to respond to standard written enquiries within 2 working days of receipt, resolving the issues raised if possible. If the issue is more complicated and likely to take longer to resolve, we will give you an idea of how long this will take.

- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

Contact by email messaging, we will:

- Aim to respond to emails sent to our general mailbox, info@microbee.co.uk, except at weekends or during bank holidays. All emails should at least receive an acknowledgement within one working day stating when a full reply will be made if it is not possible to deal with the inquiry immediately.
- Aim to provide a full response to email message inquiries within three working days of receipt, resolving the issues raised if possible.
- Ensure that where service areas have other specific targets regarding written correspondence, complaints, that customers of these services are aware of the relevant standards that apply.
- Ensure that within the response provided customers are given a named contact of the staff member dealing with the issue.

What we ask of you

Microbee Environmental Ltd staff should not be expected to deal with rude, abusive, or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the meeting and/or property etc). Microbee Environmental Ltd will take appropriate action against any individuals who are abusive to staff.

Delivering an effective service to customers with different needs

All our customers have the right to expect the same level of service. The Company should be careful not to make assumptions about client's/people's needs or abilities but should consult them to identify their needs. We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can get access to interpreting, translation and communication support.

Making the policy a success

This policy sets out Microbee Environmental Ltd.'s commitment to its customers. For us to learn and improve our services we want to use the feedback from the contact that we have to make changes.

We will do this by:


- Publicising our standards to our customers.
- Carrying out customer surveys on works completed to measure the success of the policy.
- Introducing internal monitoring to help all our services meet the standards.
- Supporting and training staff to provide better customer service.
- Monitoring our complaints to identify where we need to make improvements.

Customer Feedback

If you feel that we have not met the standards set out in this policy you can speak to a member of the team or email us at info@microbee.co.uk to present your feedback. All feedback received will be investigated and receive a full response.

This policy shall be communicated to all persons working for, or on behalf of, Microbee Environmental Ltd.

This policy will be reviewed annually and where any changes to the law or guidance occur.

Signed	
Name	Sofia Draper
Position	Director
Date	20/01/2025