

Comply Direct Ltd CUSTOMER SERVICE POLICY

POLICY STATEMENT

Comply Direct Ltd is committed to meeting the highest standards of customer service in all its dealings with customers across its full range of service provision. Customer satisfaction and retention is at the top of our agenda from the board of Directors to senior management team through to all employees. By communicating this policy, our aim is to ensure all customers have a clear understanding of what to expect from the services we deliver and to also ensure that we are consistent with the standard of customer service provided by each and every member of our team.

OUR COMMITMENT – WE WILL;

- Answer the phone within 5 rings
- Respond to all web or email enquiries within 2 working hours (Comply Direct working hours are 9am to 5pm Mon to Fri)
- Acknowledge all customer complaints within 48 hours and identify a suitable corrective action to communicate formally to the customer once the matter has been fully investigated
- Keep customers informed of any changes to legislation or services likely to affect them in an accurate, clear and concise manner
- Unless an alternative preference has been specified, endeavour to make contact with customers by telephone in the first instance
- Provide flexible communication options including telephone calls, video conferencing and site visits
- Provide you with a dedicated team and their direct contact details
- Meet all our compliance members' obligations to the satisfaction of the regulator
- Act in a professional manner and be polite and courteous at all times
- Be open and honest and offer clear and full explanations as appropriate
- Display the company values of trust, commitment and respect in all dealings with customers
- Be committed to the company vision of delivering commercial and environmental benefits to our customers inspired by always finding a better way
- Seek, and listen to customer feedback in order to improve our existing services, develop new services, and shape the way in which these services are delivered
- Engage with members in order to fully understand their expectations so that we can meet and exceed them
- Communicate the results of any customer satisfaction surveys carried out
- Always go the extra mile
- Never lose a member due to inadequate customer service

This policy is fully supported by senior management. The policy will be monitored and reviewed annually.