



CUSTOMER CARE POLICY STATEMENT PO-07

P T Contractors Ltd aim to provide a professional, safe, value for money service, the needs of the Customer are placed at the top of the priority list, second only to safety.

During the initial site induction, clear instructions are issued to all site personnel in terms of how their behaviour and appearance can reflect on both their employer and the client. They are instructed to be polite, courteous, and respectful, to handle any complaints in a calm constructive manner and to ensure that public safety on site is paramount.

Any further customer care requirements can be communicated via Toolbox Talks and, where relevant, Task Briefings, Risk Assessments and Method Statements (RAMS).

Customer care issues that need to be addressed are covered in our Project Construction Phase Plan and in our Quality Assurance Procedures. Any customer complaints are dealt with under the Non-conformance, Corrective & Preventive Action procedure and recorded in our Action Tracker Database.

If a customer complaint is received, the Managing Director is notified immediately, and the corrective process initiated. Any corrective action will be taken as soon as is practically possible, to the satisfaction of the customer. Once the immediate correction or corrective action has been taken, the root cause of the problem will be analysed to establish if further preventive action is required. Once identified and agreed it will be documented in the Action Tracker Database – long-term corrective action will then be discussed, with the necessary changes implemented to operational procedures where necessary. Where significant the process will be further managed under our (Management of Change) procedures. Our customer will be written to, informing them of the action that has been taken and or proposed.

Our Management Review Meetings are used to discuss any customer complaints and any subsequent action taken.

Monitoring of customer perception of performance is carried out regularly by verbal communication, on site day-to-day contact, site meetings and through clients own contractor appraisal procedures. We also regularly issue Commercial in Confidence performance assessment sheets to our regular clients in order for them to feedback to us on workmanship; management; punctuality and co-operation.

We believe that the high level of repeat business we achieve is testimony to our customer care good practice.

P.N.TRANT
Managing Director

Date 02/01/2025