

Customer Care Policy Statement

Simply Warmer is committed to the delivery of excellent customer care and the provision of world-class products and services.

Our communication will be clear and concise. All individuals with whom we interact will be treated with equal respect and with the courtesy expected from a caring and professional organisation. We are committed to:

- Understanding the specific needs of our customers and developing solutions that are bespoke to those needs
- Providing world-class products and services that continually improve
- Providing our customers with clear information about the products and services we offer, inclusive of fees or charges
- Providing our customers with a range of payment options to suit their specific needs
- The continued development of our employees, subcontractors and organisational resources so as to continually improve our performance and the quality of our services
- Embracing feedback and implementing positive change that improves our customers experience
- Exceeding the required time scales for issue resolution
- Providing an open and honest service ensuring transparency

We will always aim to do our best. However, there may be times when things go wrong. If a customer has to make a complaint about any part of our service, they can trust that we will take it seriously, identify what caused the problem and work hard to sort it out to their satisfaction. Our customer complaints procedure is available on the Simply Warmer website – www.simplywarmer.co.uk/complaintsprocedure

Signed



Matthew Thomas
Managing Director

Date 23/10/2015