

Age UK London Business Directory

Customer Charter

Members of the Business Directory must sign and comply with the points set out in the Customer Charter below. This is to ensure that service users receive the care and service that is expected of trustworthy businesses.

Members agree to:

- Deal with customers professionally and courteously at all times. This includes being clear and honest when discussing details regarding the order or services
- To acknowledge and respond to customers within 5 working days
- Inform the customer of any call out charges before visiting
- Provide customers with written quotations and estimates at all time
- Provide in writing, an updated estimate or quote if any variations occur from the original agreement, specifically if there is a change in costs
- Never demand cash payment
- Advise the customer immediately if the work or order cannot be completed within the time frame discussed, and to reschedule with the agreement of the customer
- Provide customers with products or services that best meet the customers needs, at competitive prices
- Provide customers with an efficient and responsive after sales service
- Promptly and appropriately deal with customers when a complaint, concern or query arises
- Only use staff that have appropriate skills and hold recognised qualifications or staff that are working under the supervision of a qualified trainer.
- Take full responsibility for the work carried out by a sub-contractor, including the warranty and the quality of the work
- Not give out or recommend other businesses that aren't on the Directory
- Provide a safe and clean working environment at the customers home or, company or trade premises
- Never be verbally or physically abusive or threatening to customers

Breach of the Customer Charter may lead to the suspension of the business.

