



## **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.

We expect that customers are:

- Dealt with professionally and courteously at all times, this includes being clear and concise when discussing details regarding the order /services
- Acknowledged within five working days of contacting the businesses regarding their enquiry
- Informed of all key stages of order /contract fulfilment, where appropriate
- Advised immediately if work /order cannot be completed within the time frame discussed
- Provided with products /services that best meet customers' needs, at competitive prices
- Ensured that services /work /products comply with pre-defined specifications
- Provided with an efficient and responsive after sales service, where appropriate
- Dealt with promptly and appropriately when a complaint, concern or query arises.

We expect that our businesses:

- Comply with all laws, statutory regulations and other regulations (e.g. Building Regulations), where appropriate
- Provide written quotations /estimates where appropriate and to also inform customers of any call out charges before arranging a visit
- Use only staff having appropriate skills and holding recognised qualifications in providing professional or technical services or in selling specialist products (e.g. mobility scooters, etc.) OR staff working under the supervision of a qualified trainer.
- Ensure the protection of personal data and all other information concerning customers
- Provide a safe and clean working environment at the company / trade premises and, where appropriate, when undertaking work within customers' homes
- Maintain adequate employers (minimum £5million) and public liability insurance (minimum £2million) and provide such information to customers where appropriate
- Ensure that all staff, other companies within the group, sub-contractors and other relevant companies and individuals adhere to these standards at all times when dealing with customers.