





Parapet Cleaning Services
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CUSTOMER SERVICE CHARTER

Parapet Limited is committed to giving our customers a first-rate experience in delivering the highest quality service to our clients and is committed to making your experience with us the best it can be.

We take pride in our work and recognize that a reputation for excellence must be earned every day; as a result, we have created and implemented a Customer Service Promise as your guarantee that we'll get the job done right.

1. We will build and maintain regular, direct and thoughtful communication with you and keep communication channels open at all times.
2. We will seek to get a thorough understanding of every aspect of a job before commencement of the same.
3. We will strive to meet and exceed your expectations of our service offering at all times.
4. We will strive to meet all compliance, health and safety standards whilst at each project.
5. We promise to treat all our customers professionally, efficiently and with courtesy and respect.
6. We will always aim to address your enquiry immediately and if the nature of the enquiry requires information from other departments of PARAPET we promise to:-
 -  Take responsibility for finding out the answer on your behalf and keep you informed of the progress we are making.
 -  Where it is appropriate to refer your enquiry entirely to another department of PARAPET, we will inform you of the name of the person or department that your enquiry has been sent to.
7. We promise to listen to our customer's feedback and act proactively upon any causes for dissatisfaction or non-conformity with the utmost urgency and provide first response within 24 hours and keep you updated of our progress for resolution. YOUR satisfaction is OUR goal!

We appreciate any feedback on the quality of our services; please send any comments to customercare@parapetcleaning.com

Signed: Group Chief Executive Officer

1st May, 2017

Date

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