

The objective of this policy is to integrate customer care into the responsibilities of all employees, in order to achieve set standards.

SWH believe that a vital part of providing good customer care is to seek to develop a good working relationship with the Client.

SWH will

- Plan, organise, conduct and monitor its operations, as far as is reasonably practicable, to provide the quality of service the Client expects.
- Communicate to the Client and the general public details of works to be carried out on high profile and traffic sensitive routes especially where delays may occur.
- Make use of information boards at their sites giving details of the scheme with a contact number for information or complaints.
- Log all complaints received both verbally and in written form and respond officially to them. In addition the Client will be given regular monthly reports on progress.
- Actively promote safe working on tidy, correctly guarded and signed sites. This will also seek to minimise disruption.
- Manage the works so as to ensure that valuations and invoices can be easily agreed at a local level keeping contract claims to the very minimum.
- Include customer care in its training programme for all staff.



Managing Director