



CUSTOMER CARE POLICY

R W Services is committed to giving you a high standard of customer care. When you contact us, whether by telephone, letter, e-mail or in person, we aim to follow these principles.

- To provide clear and helpful information and to treat you with courtesy.
- To keep you informed about the progress of your enquiry and give you the name and telephone number of the person who is dealing with the matter.
- To be sensitive to your individual needs and respect your right to confidentiality. To make reasonable adjustments to our services where necessary to make them available to customers with special requirements.
- To show you R W Services identification if we visit you at home (for quote purposes).
- To answer enquiries within 14 working days. To answer the telephone within 7 rings and get back to you by the next working day if you have to leave a message.