

## **Customer Care Policy**

The Directors, Management and Staff are committed to putting our Clients first to ensure that all clients receive consistently excellent standards of service. Graphic Impressions is determined to ensure that customer service excellence is an integral part of the planning, resourcing, and delivery of all our services.

We aim to meet clients' needs with efficiency, effectiveness, fairness and courtesy:

- by providing a friendly service, showing respect and sensitivity to all clients
- by treating clients fairly - demonstrating our commitment to equality and diversity
- by recognising and responding to clients' particular needs
- by dealing with clients' requests and enquiries accurately, promptly and efficiently
- by respecting clients confidentiality
- by making effective referrals to other members of Graphic Impressions' staff
- by offering an explanation if we can't answer your request /enquiry
- by making effective use of IT and web services
- by establishing service standards
- by continuing to develop our teams' expertise and skills
- by welcoming your feedback

We want all clients to have a pleasant experience at all times when contacting Graphic Impressions.

Adeeb Daas  
Customer Care Manager

1.1.14

Reviewed: June 2017