



Our Customer Service Promise

Our customers

Our customers are at the core of everything we do. We will treat them fairly and our priority is to provide them with quality products and services at all times to meet their expectations, needs and requirements.

We are committed to ensuring our customers want to buy our products and services, stay with us and recommend us to others.

Our products and services

We will endeavour to ensure that our products and services provide what is expected at the time of commissioning and that we manage customer expectations effectively throughout the delivery of our services.

We continually improve our service by listening to and understanding our customer's needs, and benchmarking our performance against the best externally.

We will tell our customers where we feel we are not able to provide a suitable product or service that meets their needs.

Our people

All FCO Services staff will be knowledgeable, professional and courteous in meeting the needs of our customers.

We encourage our staff to take a customer-centric view of service provision – resulting in them taking the customer's perspective into account in their daily work.

We encourage our staff to recommend improvements to our service where possible so that the customer experience is continually improving.

We provide continuous training to ensure our staff have the skills, knowledge and technical knowledge to do their jobs effectively.

Measurement and reporting

We will set key performance indicators to help us to focus on customer service delivery and improvement. We will routinely measure ourselves against these parameters ensuring that the business remains accountable to the customer.

Communications

We will communicate with our customers in an open and transparent manner at all times providing clear, precise, relevant and timely supporting documentation.

We will return all phone calls and emails received from clients within agreed timescales. Where we are unable to meet this agreement we will inform you of this as soon as possible and agree a new deadline.

We will protect customers' privacy both in face to face discussions and in the transfer and storage of customer information.

Complaint handling

We will treat customer complaints and issues as an opportunity to improve and ensure that this is a key aspect of our culture.

We will deal with complaints that may arise in a fair and efficient manner in line with our [Complaints Handling Process](#).

We handle customer complaints with sensitivity and with due regard for the needs and understanding of each complainant.

We will assess the root cause of complaints made, particularly where the complaint is upheld in favour of the customer and ensure that any learning arising is fed back to staff to avoid future repetition.

Consistency

This promise should be read in conjunction with other more detailed agreements / contracts / service level agreements that may apply. Where there is a conflict, the more specific agreement shall apply.

As part of our commitment to upholding our professional standards, the promise will be reviewed annually by the Executive Committee of FCO Services to ensure that it continues to meet customer requirements and that it is consistently applied to all our customers.