



## CUSTOMER CARE POLICY

Ref: Customer Care  
Issue: 2  
Date: April 12

Shed Grounds Maintenance is fully committed to, and has a high regard for, all our customers and recognises that effective and efficient management will provide the best service for all concerned.

In support of the above, Shed Grounds Maintenance shall,

- ensure that effective communication with our customers is established at all levels.
- be proactive in obtaining feedback from our customers both during and at the completion of contracts.
- thoroughly investigate and resolve any customer concerns brought to our attention.

All employees of Shed Grounds Maintenance recognise this Policy and shall cooperate fully in its implementation

Peter Botham

Managing Director

Date: 4th January 2024  
Date of next Review: 4th January 2025