

Plowman Craven Client Charter

In accordance with our value on Client Orientation, Plowman Craven is committed to providing a quality service through every aspect of its operation.

We believe that every Client is unique and they are treated as such. We aim to exceed expectations through a commitment to provide the highest level of service.

Our commitment to you:

At Plowman Craven, we seek to:

- Apply the highest level of commitment and strive for a “right first time” approach in everything we do.
- Treat each Client uniquely, working closely with you to fully understand your needs.
- Ensure you of a service which is accurate, reliable and trustworthy.
- Deal with any queries or complaints promptly, openly and fairly.

Our standards of service

As part of our commitment to service excellence, you can expect the following:

- Our main office will be open from 08.30hrs - 17.30hrs Monday to Friday, except for Public Holidays.
- Your calls will be answered promptly and courteously.
- If the person you would like to talk to is unavailable, we will endeavour to connect you with an appropriate member of staff who can help.
- You can contact us outside normal office hours by leaving a message and your call will be responded to the next working day. Alternatively you can send an email to post@plowmancraven.co.uk
- We will acknowledge all enquiries and requests for information within 24 working hours of receipt, whether verbal or written.
- An Account/Project Manager will be assigned for each individual project who will keep you updated on work taking place.
- All deliverables will be managed in accordance with the company's BS EN ISO 9001:2008 certification process.
- Our employees will maintain the highest levels of standards and professionalism you can expect, whether working on site or from our own offices. We monitor this through our robust internal processes and practices.

Your feedback

We welcome your comments on our standards of service and your view on how we are performing.

- Your feedback helps us drive our programme for continuous improvement in service quality levels.
- Where we fail to meet your expectations, no matter how trivial, we would like you to let us know so we can put them right as quickly as possible and make any necessary improvements to our processes.
- Similarly, we would like to hear good news too, so if you have any feedback or suggestions for improvement, please let us know.

We provide a number of channels for feedback:

- Contact your assigned Account/Project Manager
- Email post@plowmancraven.co.uk or call us on +44 (0)1582 765566
- Contact Peter Folwell on +44 (0)7967 501 074 or pfolwell@plowmancraven.co.uk
- Write to us at the address below for the attention of Peter Folwell



Peter Folwell
Business Development Director

Our Address
Plowman Craven House, 2 Lea Business Park
Harpenden, Hertfordshire, AL5 5EQ
Tel: +44 (0)1582 765566

Email: post@plowmancraven.co.uk
Web: www.plowmancraven.co.uk