

# POL027: Customer Service Policy

February 2024

At Story Contracting, we are committed to delivering exceptional customer service to our valued clients. Establishing strong, long-lasting relationships is fundamental to our success and this customer service policy outlines our commitment to meeting and exceeding the expectations of our clients.

## 1. Communication

**Timely Response** - We respond promptly to all client inquiries, concerns, and requests. Our team will acknowledge receipt of communications within 24 hours and strive to provide a solution within a reasonable timeframe. [Stakeholder Management Complaints and Feedback – STY/C&E/PRO01](#)

**Proactive Project Updates** - In instances where projects experience delays, changes, or unforeseen challenges, we are committed to proactively communicating with our clients. Regular project update reports will be provided to ensure transparency and maintain open lines of communication throughout the project lifecycle.

## 2. Quality Assurance

**Standards of Excellence** - Story Contracting is dedicated to maintaining the highest standards of quality in our services. We adhere to industry best practices and continuously invest in training and development to ensure our team is equipped with the latest knowledge and skills. [Quality Policy – POL004](#)

**Continuous Improvement** - We actively seek feedback from our clients to identify areas for improvement. Through independent client satisfaction surveys, we aim to enhance our service ensuring that we consistently meet and exceed client expectations. [STY/HSQ/PRO17 – Continuous Improvement](#)

## 3. Project Management

**Project Milestones** - Clear project milestones will be agreed in collaboration with our clients. We commit to meeting timelines and milestones, and in the event of any changes, we will promptly communicate and adjust project plans accordingly.

**Issue Resolution** - In the event of project-related issues, Story Contracting is dedicated to swift and effective resolution. Our project team will work closely with clients to address concerns, implement solutions, and prevent reoccurrence, to minimise project disruptions. We track these through various tools to measure success criteria. Including, KPIs/KRAs, implementation of key account management and escalation process and Net Promoter Score (Gathered through In-House). [RECORDING AND EVALUATION OF CUSTOMER COMMENTS AND COMPLAINTS – FORM 696](#)

## 4. HSQE

**Compliance** - Story Contracting is fully committed to adhering to all relevant environmental, health, and safety regulations. Our projects are planned and delivered with the well-being of our employees, clients, and the environment at the forefront. [Health, Safety and Wellbeing Policy – POL006](#)

**Emergency Response** - In the event of an emergency, our team is trained to respond swiftly, safely, and effectively. We have established protocols to ensure the safety of all stakeholders and to minimise the impact on project timelines. [Our Story – STY/HSQ/PRO06 – Emergency Planning \(storycontracting.com\)](#)

## **5. Data Protection**

Story Contracting is committed to being transparent about how it collects and uses client information and are committed to meeting our data protection obligations. Our policy sets out our company commitment to data protection, and individual rights and obligations in relation to personal data. [STY-HR-PRO03-General-Data-Protection-Regulations.pdf](#)

A handwritten signature in black ink, appearing to read 'Andy Joy', with a stylized flourish at the end.

**Andy Joy**  
**Chief Executive**