

## Customer Charter

We at Trueline aim to provide an exceptional standard of customer service by understanding the needs and expectations of our customers. We are committed to positively interact with our customers. Our charter outlines what to expect

### Customer Commitment

- To respond to customer enquiries within 2 working days
- To treat all customers and visitors with dignity and respect
- To listen patiently and carefully to understand customer needs
- To continually review feedback to further improve standards

### Communication

- Our team will endeavour to have a pro-active approach to communication
- Our team will react as soon as possible to respond to customer queries
- Our team will be receptive and listen to ideas that may improve customer service
- We will annually review the customer charter

### The Team

- Will provide a polite, courteous and informed service
- Will provide a friendly and happy to help response to customers
- Will be trained to high standards

Signed:



Dated: 12 November 2021

Name: Luke Wellings

Position: Director