

 LONG O DONNELL ASSOCIATES LTD	INTEGRATED MANAGEMENT SYSTEM	Reference LOD/IMS/CCP/ 001
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CUSTOMER CARE POLICY

POLICY STATEMENT

Long O Donnell Associates Limited Customer Care Policy Statement formally acknowledges that the quality of service provided to our customers is of the highest priority to all Long O Donnell Associates Limited staff.

We are committed to maximising the benefits to customers through the services we provide. Long O Donnell Associates Limited is committed to ensuring that its services are accessible to all who seek to use them.

To ensure Long O Donnell meets and exceeds the requirements of our clients, it is critical that our services are aligned with the key delivery business drivers of our client.

To achieve this Long O Donnell along with our clients will identify these key areas of focus on commencement of any new contract to enabling Key Performance Indicators to be put in place to enable continual monitoring and continuous improvement throughout the life of a project/contract.

This for example could cover such areas as:-

- Customer Service
- Financial
- Programme
- Quality
- Health & Safety
- Environment
- Performance

We review and monitor our customer service performance in the following ways:

- **Contract or project basis by monitoring and measuring against agreed KPI's**
- **Customer Review – issued one a year to our clients and feedback is requested**
- **EFQM (European Foundation for Quality Management – self assessment to improve our performance**
- **ISOQAR Audits are conducted every 6 months ensure that our management system documentation meets the requirements of the relevant standards, and also ensures the implementation, including effectiveness of our management system.**
- **Verity Audits are conducted annually to assess our Health, Safety, Environment and Quality capabilities.**
- **Client Audits are conducted regularly to guarantee that our clients are fully satisfied with the services being provided.**

Although we aim to provide our clients with the highest standards of service, there may be occasions when our service does not meet their expectations. Long O Donnell would address any complaints as follows:

1. Written complaint to our head office, investigation and response.
2. If not happy, further investigation, review and response.
3. If this is not acceptable then a complainant is able to refer the matter to the Surveyors Arbitration Scheme if it falls within the scope of the scheme. This scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London, WC1A 2LP from whom you can obtain details.

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In addition as part of our Management Commitment & Review we periodically review how our Integrated Management System is operating, to determine how LOD fulfil our requirements and to continually improve our systems and the service we offer to our clients.



Thomas J. O'Donnell
Managing Director
Long O Donnell Associates Limited

January 2017