



first  
facility  
management

## Client Care Policy

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# Client Care Policy

This document sets out the standard of care and how it is maintained. It lets clients know:

- That we do care about our work and what our clients think of it.
- What they can expect from us.
- What to do if they are not satisfied or have a complaint.

## Defining the standards

FFM's standards are defined by British Standards (these vary depending on the facet of work being carried out) and our clients, so that we deliver the best care for them.

We will:

- Regularly ask clients for their opinion on our service.
- Use these opinions to shape and improve the service we provide.
- Be open and honest with clients about the services we can and can't provide.

## Staff commitment

Staff are essential in delivering our services and ensuring our clients are satisfied.

We will:

- Ensure staff is sufficiently trained and competent to deliver our services to you.
- Ensure staff treats all clients with respect, courtesy and understanding.

## How we communicate

Efficient correspondence with clients/customers is essential in keeping them satisfied.

We will:

- Use telephone and email as the main type of communication, this also helps track the progress of an instruction/job.
- Listen carefully to the client.
- Be polite, honest and accurate with the information we provide.
- Respond to all enquiries promptly and with courtesy.
- Ensure the client understands all information provided.
- Conduct correspondence professionally and confidentially.
- Inform clients of any changes or delays in good time.
- Provide alternative sources for services where we cannot help.
- Keep clients informed at all subsequent stages in the process.

## How we deliver the standard

We will:

- Provide written quotations for works including terms and conditions which may apply.
- Ensure written quotations are uncomplicated, clearly worded and provide a measurable specification for works to be undertaken.
- Ensure that clients are aware of our policies and provide a copy with every written quotation.
- Upon acceptance of the quote and deposit being paid, schedule a date for works or a follow-up communication, establish what paperwork is required and make arrangements to acquire this.
- Ensure the property is left clean and tidy and as we found it.
- Provide a detailed invoice following completion of work.

## Measuring the standards

FFM want to ensure the optimal client care.

We will:

- Seek regular feedback from clients.
- Investigate all complaints thoroughly and in a timely fashion.
- Use feedback and results of complaint investigations to influence changes in client care.

## Complaints/Grievances

If you are not satisfied or have a complaint about the conduct/behaviour of a member of the team, our service or our work, then please contact, a member of management.

Our complaints procedure for clients can be found by clicking [here](#).

By telephone on 08005423461

By email on [dcook@ffmservices.co.uk](mailto:dcook@ffmservices.co.uk)

Or by post: 29 Rowan Road, Denvilles, Havant, Hampshire, PO9 2UX