



## Customer Service Policy

Nottingham Security wants to put the customer at the top of its agenda and the Company's desire to be a responsive organisation that puts the needs of the customer first.

This customer service policy sets out what this commitment means in practice. What our customers can expect from us and what we expect of our customers and makes clear the Company's commitment to provide excellent services that offer value for money. Key to achieving that vision is a good relationship with our customers. Different services will have different customers but it is important that each is treated to the same high quality response. This policy and the standards within it apply to everyone.

### 1. Why have a policy?

As a Company we provide a wide range of services and employ a number of staff. It is important that all of our staff understand and deliver the same high quality service irrespective of the part of the Company that they work within.

### 2. Our Customer Statement

Nottingham Security Limited wishes to be an organisation that puts the needs of the customer first. Our staff are committed to providing a responsive, caring and professional service.

#### We promise to:

- Act in a professional manner and be polite at all times
- Deal with your enquiry promptly or explain the reason for any delay
- Listen to you and ask for your views
- Keep our promises
- Be open and honest and explain our decisions
- Apologise when we make a mistake and put things right
- Accept your right to complain and guarantee a full investigation and considered response
- Treat you and your property with respect

#### We would like you to:

- Give us the information we need to help you
- Treat all our employees appropriately and with respect
- Help us to improve by giving us your views and suggestions

If we don't do as we say in this statement, please tell us.

### 2. Our customer standards

#### We aim to:

- Answer the phone within seven rings
- Return your call within one working day if you have left us a message
- See you within 5 minutes at our Customer Service or Enquiry points
- See you within 15 minutes of an appointment time, but if we can't we will explain why and let you know when you can be seen

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- Reply to letters and faxes within 10 working days
- If your query can't be resolved within 10 days we will contact you to explain why and give you timescales
- Acknowledge emails sent to [enquiries@nottinghamsecurityltd.co.uk](mailto:enquiries@nottinghamsecurityltd.co.uk) within 24 hours and respond fully within 10 working days
- Respond to complaints within 15 working days
- Adhere to timescales set out in the Company's Complaints procedure

**Other commitments:**

- Resolve your query at the first point of contact or provide you with the details of who can help, together with timescales
- Communicate in plain language
- Display the opening times of any reception areas and adhere to them
- Provide seating and somewhere to fill out forms in reception areas
- Provide information for appointments for certain services if you choose not to wait
- Provide customer feedback forms at service points and monitor your feedback
- Respect your privacy, offering private areas for discussion if required
- Provide identification on request
- Have well-trained and confident staff that have the skills and knowledge to do the job

**What we ask of you**

- Treat all of our staff with courtesy and respect, avoiding unacceptable behaviour
- Give us the information and documentation we need to help you
- Help us by telling us when we do not meet your expectations, giving your views and suggestions

**Unacceptable customer behaviour includes:**

- Verbal abuse including racist, sexist or discriminatory comments
- Threats of any kind (threatening behaviour or intimidation)
- Physical violence
- Under the influence of controlled drugs or alcohol

The Company will keep records of violence or abuse against our staff and may share this information with its partners (subject to the requirements of the Data Protection Act). Customers who fail to behave in an acceptable way may face legal action.

**4. How will we monitor this policy?**

**We will:**

- Make it easy for you to make a complaint, comment or suggestion
- Monitor complaints to ensure we learn from our mistakes
- Publicise our customer standards to our customers
- Monitor our performance against these standards
- Train and support our staff in providing better customer service
- Use customer surveys to regularly gather customer feedback

**5. Where can you find out more?**

There are lots of different ways for you to find out more about our services and promises to you. You can contact us at:

**Phone:** 0115 9524 333

**Control Room:** 0115 9524 609

**Website:** [www.nottinghamsecurityltd.co.uk](http://www.nottinghamsecurityltd.co.uk)

If you would like to make a comment, compliment or complaint about a Council service, contact us on **0115 9524 333**, or alternatively e-mail us at [enquiries@nottinghamsecurityltd.co.uk](mailto:enquiries@nottinghamsecurityltd.co.uk).