

CUSTOMER CHARTER POLICY STATEMENT

It is the policy of Omega Windows Doors & Conservatories (hereafter 'Omega') to provide our clients and customers with the highest possible standards of service. Our aim is to provide top quality windows, doors, conservatories, Sarnafil roofing and related products at highly competitive prices.

Omega will always provide a detailed written quotation when submitting a price/tender for consideration.

Samples demonstrated by any of our staff during sales appointments, site meetings or visits to our showrooms (etc) will be a true and accurate representation of the products we will be providing should we secure the contract. We will not change the product(s) that we show and/or price for, for a cheaper alternative.

All our employees and contract staff will act in a professional & courteous manner at all times from the initial sales appointment through to the final fitting and beyond.

An after sales questionnaire will be provided to all customers as part of our ISO:9001 Quality Management System. These questionnaires will be reviewed to ensure that standards are maintained and, where possible, improved.

We will comply with all applicable legislation, statutory regulations, approved codes of practice, planning rules and the prevailing Building Regulations.

Omega will maintain adequate and sufficient employers and public liability insurance at all times.

We will provide all our staff with sufficient information, instruction and training to ensure that they can carry out the works efficiently, safely and to a first class standard.

We will respect our customers' privacy and take all reasonably practicable steps to ensure that the security of their property is maintained throughout the duration of the works. We will also ensure that a safe working environment, including access & egress routes, is provided.

We will ensure, insofar as circumstances allow, that all work is started and completed at/on the agreed times & dates and that any unavoidable delays/changes are clearly communicated to our customers.

Omega will ensure that all work is completed in accordance with the pre-defined specification and on budget as defined in our agreed contract/programme of work. Any variations (for example, in terms of price or product) will be communicated and agreed with our customers prior to commencement. Written agreement of any/all variation to contract that involves an amendment to the price of the project will need to be signed by both parties.

We will ensure that all working areas are left clean and tidy at the end of each working day, that safe access & egress routes are maintained at all times and that all waste is removed on completion.

We will ensure that all works are completed to the highest possible standards of workmanship and that the guarantee periods that are applicable for the separate parts of the works are made clear to our customers and confirmed in writing where appropriate.

This Policy will be kept up to date, particularly as the Company's business changes in nature, size or scope. Finally, this Charter will be reviewed for continuing adequacy, suitability and compliance with acknowledged industry best practice at management review.

	Signature	Date
Managing Director		13.01.16
Process Manager		13.01.16