

## **Bayview Contracts Ltd – Customer Charter**

### **1. What is the Customer Service Charter?**

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what Bayview Contracts Ltd will do for you, how we propose to do it, and in what time scale.

Bayview Contracts is committed to continuously monitoring and improving the quality of our service delivery to you.

The Charter will be available via the Bayview website ([www.bayviewcontracts.com](http://www.bayviewcontracts.com))

### **2. Commitment**

The Directors and Management of Bayview Contracts Ltd have an absolute commitment to:

- Deliver our services to all stakeholders in a timely, effective and professional manner, and in accordance with our values.
- Conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality.
- Strive for excellence in the development and delivery of works and services through active consultation and continuous improvement.
- Provide maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs.
- Provide accurate, authoritative and appropriate advice and information in a form that best suits your needs.
- Resolve complaints and appeals in an efficient and effective manner.

Please email us on [info@bayviewcontracts.com](mailto:info@bayviewcontracts.com) with any comments or feedback on our Customer Charter.

### **3. Equality**

In our dealings with customers, we will ensure the rights to equal treatment established by equality legislation are upheld. Bayview Contracts Ltd does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveller community.

### **4. Feedback, Complaints and Appeals.**

Bayview Contracts at all times seeks to deliver an efficient and effective service to its customers. We welcome all feedback, both good and bad, and we believe that our stakeholders have a right to complain if a reasonable level and quality of service is not provided. We also aim to learn from our mistakes and use the information we gain from feedback and complaints to improve our services. All complaints and feedback will be dealt with in a fair and sympathetic manner and we will usually respond in the manner explained below.

#### **Who can give Feedback or Complaint?**

Any person who receives, requests or is directly affected by the services of Bayview Contracts Ltd is welcome to give feedback or make a complaint to us, including the representative of someone who is dissatisfied with our service.

## Complaints

We regard a complaint as a written expression of dissatisfaction about Bayview Contracts Ltd or any third-party acting on behalf of Bayview Contracts Ltd.

### What can I complain about under this Policy?

You can submit a complaint relating to standard of service, delays, mistakes and instances where you did not receive the level of service you feel you are entitled to, for example:

- The quality and standard of any service provided by us or on our behalf, including interactions with Bayview personnel or representatives;
- The quality and standards of administrative processes;
- The quality and completion of our works;

Your complaint may involve more than one of Bayview's services or be about someone working on our behalf.

### How to submit a complaint.

Your complaint can be submitted

*By email:*           complaints@bayviewcontracts.com

*By post:*            Bayview Contracts Ltd, 23 Greenbank Industrial Estate, Rampart Road, Newry, Co Down, BT34 2QU.

Please include your name and contact details together with as much information as possible, including your address and/or reference number that you have been provided with (and documentation if relevant) about the complaint. This will enable us to investigate your complaint promptly and respond to you as best we can. If you are making a complaint on behalf of another person, please also submit their written agreement for you to represent them.

### Management of the Complaint

The Compliant will be address in full compliance with the Bayview Contracts Ltd "Customer Complaints Policy". The key targets within this Policy are:

- Complaint to be acknowledged within 24 hours;
- Complaint to be resolved within a further 24 hours – or where this is not possible, a mutually agreed action plan is agreed to bring the issue to a full and satisfactory resolution.

## **5. Customer Responsibilities**


It is expected that customers will treat representatives of Bayview Contracts in a professional, courteous and civil manner during all dealings with them.

Accordingly, the following behaviour is not acceptable:

- Disruptive behaviour;
- Harassment of staff or members of the public;
- Use of violence or threat of violence towards staff or members of the public;
- Malicious damage to premises or theft of Bayview's property;
- The use of alcohol and illicit drugs;
- Smoking in and around work areas or areas of public consultation.

## **6. Review of Customer Charter**

Within the current ISO9001 Quality Management System, Bayview Contracts will continue to review the effectiveness and suitability of this Customer Charter as part of a process of continuous improvement. Based upon these ongoing reviews and the feedback of our Customers, the Directors of Bayview Contracts Ltd will ensure that this Charter is effective in helping to deliver the highest standard of service to all of our stakeholders.

Signed: 

Date: 01/02/22

Barry Cunningham

Managing Director