



## CISTEC - Document 1

### CLIENT/CUSTOMER CARE POLICY

Cistec chartered engineers are committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all the services we provide.

In current economic climate, we appreciate that now more than ever our clients and customers are looking for value and excellent customer care. Our aim is to adopt an approach where we offer our customers and clients clarity in all that we do, through clear communications, services and reporting, to ensure that our customers/clients see that they are receiving value for money.

#### Customer care to CISTEC means:

- Providing an excellent quality service in a friendly, efficient and helpful way.
- Treating each person as an individual.
- Treating each person with dignity, respect and courtesy.
- To continually strive to improve services by ensuring good communication, reporting, services and a positive attitude towards our customers and clients.

#### The aims of our Client/Customer Care Policy are:

- To provide an efficient, effective, quality service for all CISTEC customers and clients
- To ensure that services are responsive to customer/clients needs and wishes;
- To ensure that whenever customers and clients have contact with CISTEC they will receive consistently excellent standards of customer service;
- To ensure that no customers or clients are excluded from any area of service delivery;
- To ensure that services are of the highest possible quality within the resources available;
- To maintain and continually improve our service to ensure that both customers and clients of CISTEC are receiving the best value at all times.

#### As an organisation we will:

- Identify ourselves, be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help you
- Be effective in listening and responding to you
- Be fair and support your individual or organisational needs

#### How we aim to deliver our Customer Care Policy

- We will operate within the requirements of this policy to provide a service which is easily accessed by all our customers and clients.

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- We will deal with customers/clients as quickly as possible and treat them with courtesy and respect at all times.
- We will deliver services in a friendly fair and professional manner and will do all we can to ensure that enquiries, concerns or problems are resolved at the earliest possible opportunity.
- We will ensure that all our staffs are trained to provide a high quality service to all our customers and clients.
- We will monitor and review our performance and will welcome any comments from our customers and clients on our services and how to make improvement.

### Accuracy and Confidentiality:

Any information provided to CISTEC will remain confidential and we take steps to ensure that the data that we hold on our customers and clients or their organisation or projects on our database is accurate, up-to-date and secure.

### Complaints:

CISTEC has a comprehensive complaining procedure, with the aim to ensure that all our customers and clients are aware of this and have the information they need to allow them to complain about any aspect of CISTEC's services or policies which they are dissatisfied with. We aim to ensure that all complaints are dealt with as soon as possible.

### Continuous Improvement

CISTEC is committed to improving its services to customers and clients and we will:

- Set targets and standards to achieve continuous improvement;
- Monitor and analyse all information received concerning customer/client satisfaction;
- Take appropriate action to remedy any problems identified through the mechanisms we have put in place to measure customer/client satisfaction.

### CISTEC Expectations of Our Customers and Clients

CISTEC is committed to providing customer care of the high quality to all our clients and customers. However we also expect an acceptable standard of behaviour from our clients and customers. Any member of our staff may terminate any conversation or interview with a person who is behaving in an abusive or threatening manner.

### Conclusion

We believe providing an excellent Customer Service is very important in the success of our business. We know that important considerations in building a strong customer/client relationship include factors such as trust, knowledge, efficiency and friendliness. People like to do business with people they trust. Trust is built through personal experiences as well as other people's recommendations. That is why it is important to us to treat our customers and clients well, as they are the bloodline of our business.

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