

your technology, our passion

www.solsis.co.uk
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Customer Service Charter

Solsis is committed to providing excellent customer service. It is at the heart of our culture and is what drives us to constantly review our operating procedures to ensure that we can continue to deliver superior levels of service to our customers.

Our aims are simple – we will:

- Ensure you experience an excellent standard of service every time you contact us
- Be polite and professional at all times
- Provide a courteous and timely response to all enquiries
- Provide products and services which are appropriate to your requirements
- Provide you with unbiased and realistic advice that you can trust
- Ensure that we always meet or exceed our commitments to you
- Ensure that if a complaint does arise it is dealt with promptly, openly and fairly
- Always consider new ways to improve our service and welcome any comments you may have.

Service Excellence Award

We strongly believe that superior customer service is highly dependent upon the motivation and teamwork of our people.

Solsis has introduced a Service Excellence Award to recognise an individual or team that has continually delivered an outstanding level of service to our customers. Compliments on our performance are always gratefully received and we ensure that they are communicated to individuals on a regular basis.

Do you know a Solsis team member who delivers outstanding service? Someone who routinely performs above and beyond the call of duty? If you do, then you could nominate them for a Service Excellence Award.

Nominations should be sent to:

customer_service@solsis.co.uk detailing your name, contact details, the nominee(s) name and the reason for nomination.

Feedback

Whilst we aim to deliver excellent standards of service to all our customers, we also realise that on rare occasions issues do arise that you may be dissatisfied with. We welcome the opportunity to be able to address such issues and investigate the matter for you.

We will:

- Deal with complaints promptly
- Deal with complaints in a positive manner
- Have a fair and open complaints policy
- Learn from our mistakes

If you want to make a complaint or provide a comment about our service, you can do so in the following ways:

- Call our Managing Director on:
01344 401501
- email: customer_service@solsis.co.uk
- Write to:
Managing Director,
Solsis Ltd, Waterside Park,
Cookham Road,
Bracknell, Berkshire,
RG12 1RB.

We will acknowledge and investigate your complaint immediately upon receipt. We aim to respond to complaints formally within 5 working days of receipt.

Customer Satisfaction Survey – the results are in!

View our latest Customer Satisfaction Survey results at www.solsis.co.uk

