

InTouch Systems' Customer Service Charter 2017



As the region's premier I.T. solutions provider, we strive to provide all our customers with the highest possible customer service levels. Our customer charter helps us keep service, quality and value as the focus of everything we do.

We want to be recognised as a company which:

- Makes it easy for individuals and businesses to enquire about and/or purchase the best I.T. product to suit their needs.
- Is courteous and professional at all times
- Is consistent in our responses and the information we provide
- Responds to every enquiry we receive, providing helpful and timely responses
- Listens to our customers and takes all issues seriously
- Is solution orientated and works with our customers to address problems
- Responds to suggestions from customers to improve our service
- Actively seeks feedback from our customers regarding their experiences with us
- Delivers on its promises

All our customers can expect:

- Courteous, professional and enthusiastic staff
- Staff with the knowledge, authority and responsibility to deal with your enquiries or to be able to efficiently refer you to someone who has
- All e-mails and phone calls will receive a prompt response as specified in our standards
- As clear and accurate information as possible to provide within a technical field

Our Service Standards:

Enquiry Type	Response Time Frame
Respond to your e-mail (support@/ enquiries@/ sales@intouchsystems.co.uk)	To support@ within 1 working day (bank holidays excluded). To enquiries@ and sales@ within 2 working days (bank holidays excluded).
Respond to your telephone call	We will endeavour to answer all calls within 30 seconds during office hours.
Call back requests	All call back requests logged into our system will be responded to within 1 working day (bank holidays excluded).
Respond to your request for a quote	All quotes requested for single items of equipment will be prepared and sent within 2 working days (bank holidays excluded). All quotes requested for complex and/or multiple items of equipment or systems will be prepared and sent within 5 working days (bank holidays excluded). Unless a site survey and/or further research or information is required.
Service Calls	All service call requests made via e-mail or telephone for non service contract customers will be logged into our system and responded to within 1 working day (bank holidays excluded). You will be advised of a support call reference number once your request is logged.
Workshop Repairs	All workshop repairs will commence within 1 working day (bank holidays excluded) of booking in and will be completed whenever possible within 5 working days (bank holidays excluded) of booking in. If this is not possible, due to complex repairs or third party involvement, we will advise you of a revised completion date as soon as we are aware of the delay.
Respond to your complaint	Within 1 working day (bank holidays excluded).

We welcome feedback. If you would like to comment on any aspect of our service please e-mail us: customer-relations@intouchsystems.co.uk

If you feel something went wrong during your customer experience with us, please email us: customer-relations@intouchsystems.co.uk, or call us during office hours on 01603 425209 and ask to speak to the Customer Service Manager.