

# InTouch Systems' Customer Service Charter

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 clear and accurate information as possible to provide within a technical field
- A response to a complaint within 3 working days

We welcome feedback. If you would like to comment on any aspect of our service, please contact us via e-mail: [customer-relations@intouchsystems.co.uk](mailto:customer-relations@intouchsystems.co.uk)

Should you have cause for complaint please contact us immediately via e-mail: [customer-relations@intouchsystems.co.uk](mailto:customer-relations@intouchsystems.co.uk) or call us during office hours on 01603 425209 and ask to speak to the Customer Service Manager.