

Customer Care Policy Statement

Watson & Cox Construction Limited concentrates on delivering high quality customer focused services to public and private sector clients on time and to budget. We offer a highly personalised service designed to suit the needs of each individual customer and project. Long-term customer partnerships are commonplace with repeat business accounting for a high proportion of turnover.

Watson & Cox Construction Limited is committed to consulting with our Clients and their consultants about their individual project needs, being proactive in communications throughout the contract and after completion.

Watson & Cox Construction Limited is determined to provide a service that exceeds our Client's expectations and we continuously pursue the highest possible level of client satisfaction levels.

- Our core values are: **Professionalism**
Integrity
Commitment
Proactive

The aims of our customer care strategy are:

- To deal with all contact from the customer and employed consultants in a fair, prompt and courteous manner, whether comments, queries, compliments or complaints.
- To provide accurate, timely and meaningful information and guidance about the company and the project, costs and relevant policies when requested.
- To ensure that the customer has relevant contact details for most eventualities.
- To minimise the disruption to local residents, businesses and commuters caused by site traffic or noise.
- To ensure adequate consultation has been carried out prior to any work starting on site.
- To actively collect feedback from customers, suppliers, consultants on the performance of the company so it can be analysed and monitored for purposes of performance management.



D J Wallace
Managing Director
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