

Policy on Customer Care



Revision date 13/01/2017
Revision number 9.0
Document reference 10-010

Document purpose and scope

This document sets out the Customer Care policy of JBA Group Limited and its subsidiary operating companies, collectively known as 'JBA'. It covers activities undertaken by the Group throughout all office locations and operations worldwide.

This document will be reviewed for continued suitability, will be communicated within the JBA Group and, if appropriate, made available to interested parties. The review interval for this document is 2 years.

Policy statement

We are committed to providing exceptional client service and set clear standards for customer care. We work within a set of principles that benefit our clients, partners and staff: work collaboratively; embrace challenge; innovate every day; create cutting edge solutions, be a partner of choice; and work smarter.

We will comply with all legislation, standards, statutory and other obligations, client policies and best practice, where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

Purpose

This policy aims to help us provide our clients with the highest standards of service.

Responsibilities

The JBA Group Board is responsible for reviewing and approving the content and implementation of this policy.

Operating Company Directors and the Head of Group Support Team are responsible for taking measures to help their staff act in compliance with this policy.

Line managers are required to check that their staff are aware of this policy.

All staff are required to comply with the policy requirements and share responsibility for our performance in implementing it.

Implementation

Compliance with this policy is monitored as part of our integrated management system.

We regularly review our performance and consult with interested parties to help us improve the services we provide. We use our resources effectively and efficiently and provide clear, accessible information about our services. All enquiries and any complaints will be dealt with in a prompt manner by a senior member of staff with escalation to Board level or independent arbitration, if necessary and appropriate.

We aim to comply with the following standards of customer care:

Responding to correspondence

We will answer all correspondence from the public in a timely and clear manner.

- All correspondence to be answered within five working days.

Appointments

We will see people punctually when an appointment has been made. If no appointment has been made, we will endeavour to see people as promptly as is reasonably possible.

- We will see people within 10 minutes of any appointment that has been made.
- The maximum time a person without an appointment time will have to wait before they are seen is 15 minutes, or 30 minutes at busy times.

Policy on Customer Care

Answering telephone calls

Each office will answer telephone calls in a prompt and helpful manner. Where possible, our offices will have a staffed telephone reception during normal office hours.

- We will answer calls to our offices within five rings.
- We will provide access to an appropriate person during normal office hours.

Information

We will provide clear and straightforward information about our services and those of related providers to help clients find the guidance needed.

- We will have one or more telephone enquiry numbers, email addresses and access points on our website for public enquiries.

Complaints procedure

We will publicise [a complaints procedure](#) for the service we provide, and promptly deal with any complaints received.

- We will publicise the complaints procedure on [our websites](#).
- We will respond to any complaints within 20 working days with either a full response or a progress report.

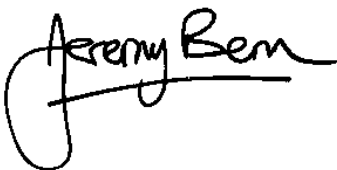
Access of services to all

We will do everything that is reasonably possible to make our services available to everyone in line with our [Equality and Diversity Policy](#).

- We will consult with users and potential users about the service we provide, and report on the results.
- We will implement changes in service as a result of these consultations.

Approval

This document was approved by the Board of JBA Group Limited on 13/01/2017 .



Executive Chairman

JBA Group