

Customer Service Policy

GT Trax Ltd is committed to ensuring that a dedicated customer service is integral to the planning and delivery of its products and services. The purpose of this policy is to ensure that whenever customers have contact with GT Trax Ltd they will receive a friendly, consistent and high-level customer service.

GT Trax Ltd recognises that a superior customer service remains an integral ingredient in the delivery of high quality services. GT Trax Ltd appreciates that there are many benefits for both the company and customers in providing a superior customer service.

These benefits include:

Satisfying existing customers is as important as attracting new ones. Having dissatisfied customers is unacceptable and uneconomic.

Staff will be happier and work more productively when customer service standards are high. The standing of the company within the industry will be enhanced when customer service is first and foremost.

GT Trax Ltd is committed to monitoring and continually raising standards of its customer service.

GT Trax Ltd Customer Service Policy Strategy is in place to provide a cost effective, high quality, friendly and efficient service.

GT Trax Ltd places particular focus on several key areas of customer service. These areas are continually under review and the list is not exhaustive. GT Trax Ltd welcomes input into its customer service policy from current and potential clients, together with the directors and staff of GT Trax Ltd.

These key areas include:

The main point of contact for all enquiries and queries is the hire and sales office – telephone number 01487 823344. This office is staffed from 9.00am to 5.30pm, Monday to Friday with an automatic answering service detailing emergency contact details for urgent enquiries. **Telephone is the preferred method of contact for all enquiries and queries.** All calls will be answered directly, there are no menu options. An out of hour answering service is in place, messages left will be answered during the next working day.

If contracts are to be completed outside of normal working hours, the customer will be given appropriate mobile telephone numbers.

E-mail enquires should be addressed to info@gttrax.co.uk. Emails are regularly monitored including on public holidays. Urgent email enquiries will be answered outside of the normal working hours.

The GT Trax Ltd web site will be available for use at all times.

GT Trax Ltd aims to respond/quote 100% of all customer enquiries within 24 hours and 60% within 8 hours of receiving them by E-mail.

GT Trax Ltd aims to respond to 100% of enquiries by standard mail within 48 hours. GT Trax Ltd will ensure that telephone calls do not go unanswered

Recorded messages to and from GT Trax Ltd will be audible, accurate, appropriate and provide an alternative contact number or details.

GT Trax Ltd personnel will be customer focused, friendly, courteous, competent, and committed to identifying customer requirements, providing any further advice/information about other GT Trax products that may help a client complete their tasks more economically and efficiently.

GT Trax Ltd aims to deliver/collect equipment in accordance within agreed timescales and will always endeavour to inform customers if there is a delay in delivering to or removing equipment from site. Customers will be encouraged to provide full contact details for their site personnel.

GT Trax Ltd has respect for the environment and the Earth's natural resources and will advance new equipment that is made from recycled/reusable material. GT Trax Ltd will endeavour to use as much recycled rainwater in the cleaning process that becomes available.

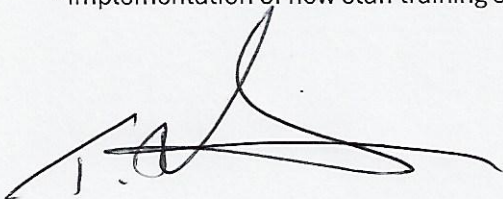
In the event of a complaint relating to products or services supplied, GT Trax Ltd staff will inform the customer that if an informal resolution is not to their satisfaction, the customer may make a formal complaint and explain how to do this.

If the complaint is in writing/email, customers will have an acknowledgement to their complaint within 5 days and a full written reply within 15 days, if appropriate. Verbal complaints will be acknowledged immediately.

The GT Trax Ltd board of directors will monitor all complaints and revise the customer service policy to take into account reoccurring complaints.

The remedies for substantiated complaints in relation to the service provided will be as follows:

- An Apology
- A review of GT Trax working procedures
- A review of company policies and procedures
- Implementation of new staff training strategies



Trevor Tinker

1st January 2025