Customer Care Policy

DISTRIBUTION

This Customer Care Policy is communicated to all employees. A copy is available at the Head Office, held in the sites folder, and published on the internal company shared drive. All employees are encouraged to read it and communicate any queries to a Director.

REVISION HISTORY

Issue Number	Review Date	Changes	Signed
01	22/09/2023	Original version (draft)	
01	22/09/2023	Signed off	
01	20/09/2024	Review	
01	19/09/2025	Review	
02	20/05/2026	Address Updated	
02	18/09/2026	Review	

ZAM FM LTD has a straightforward approach to customer care, service and support - essentially, we treat our customers as we would like to be treated ourselves.

- We enjoy good, ongoing working relationships with our clients. Typically, this allows our staff to create friendly and supportive partnerships with all the members of your team.
- Clients are provided with telephone numbers for all key members of the project team, so there is always someone available to talk to you.
- We provide 24/7 helpline for all our customers so that they never feel themselves alone in their Quality Journey.

We'll go the extra mile to ensure that your issues are addressed.

Quality statement

- Through our commitment to quality and customer service we provide a quality front line service to our customers.
- Customers who call our offices will have their telephone calls answered quickly. Personal callers will not be expected to queue for too long and their enquiries will be answered promptly and courteously.

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- All of our staff take personal responsibility for ensuring a quality outcome for your project.
- We will provide Standard Service Level Agreements (SLAs) for customer care and complaints and will honor these commitments to our customers.

Access

- Our customers are provided with support by telephone, fax, email and open 24/7.

Support hours

- System Associates support is typically available from 9.00am to 5.30pm, Monday to Friday. This excludes Bank Holidays.
- Customers with a 24/7 contract are provided with an out of hours service.

Targets

Our main customer care targets are to:

- Answer all telephone calls at the first point of contact.
- Respond to emails on the same business day. Where a substantive response is likely to take longer, we'll send an acknowledgement and explain when you can expect to receive a full reply.
- Provide an ongoing support service to our customers.

Managing the Process

- We track and monitor enquiries to ensure our promises are delivered. ZAM FM LTD will then analyses comments and complaints to learn what can be done to improve our services for the future.
- Wherever possible, services will be delivered and supported electronically.
- Customer care targets will be integral to the performance management systems of the company.
- Regular meetings will be held between front and back office to maintain service levels and communication.
- We have very strong customer complaint procedure and always try to solve the problems and keep our customers satisfied.

Communication and Review:

This policy is communicated to all stakeholders including authorities and any member of public via published website, handbook and noticeboards and on request.

Customer Care Policy

We undertake to continually review of this policy within the framework of our Integrated Management Systems in our Management Review meetings and on as and when required basis with the overarching aim of conducting our activities in a manner which does not affect the quality environment and health and safety of ZAM FM LTD .

Managing Director

Name: Danish Iftikhar

Sign: 

Dated: 22/09/2023