

Our Commitment

We aim to be the best in terms of quality, professionalism, service, understanding and reliability. We want your experience of Van Elle to be a pleasant one and with your help and co-operation, we will achieve this.

Our commitment to training at all levels is well established. Our existing staff have training in customer care related issues and it is mandatory for all new staff to undergo inductions on company policies and customer care.

As a registered NVQ Assessment Centre for many on-site disciplines, our operatives enter a programme of NVQ training which not only deals with the practical competence of the individual but also covers the vital areas of communication with all parties.

This commitment to training will ensure all aspects of our business are carried out with due diligence, care and understanding for all Clients and building end users.

Our Directors and Staff are committed to ensuring that our customers' needs are fully considered and all aspects discussed with them in respect of:

- Providing the most appropriate and cost effective solution.
- Identifying Health and Safety hazards and specific welfare requirements.
- Consultation and communication at all stages of the project with regular progress reports to all relevant parties.
- Clearly communicating all contract procedures to all parties.
- Respecting the site, maintaining cleanliness and minimising disruption at all times.
- Protecting and caring for the site and its surroundings at all times as appropriate.
- Liaising with neighbours or other affected parties as appropriate.
- Making it easy for our customer to complain and dealing with complaints quickly, professionally and within the timescale specified in our complaints procedure.
- Handing back the customer's site in an agreed condition that meets with their satisfaction.

Communication

Communication is vital for the success of any project. By communicating, we can build trust and avoid potential problems.

Our communication procedures will involve three main stages:

A Pre-Contract Meeting

1. This will usually be held at the subject property or site with the Homeowner, the Project Manager or Loss Adjuster and a representative/s from Van Elle.
2. There will be an agenda and minutes taken for record purposes. This will help to avoid confusion during or after the project.
3. The whole element of the impending works will be explained, together with any health and safety implications.

4. The names and contact numbers of the personnel on site and the chain of command through to Head Office will be supplied.
5. A photographic record and/or a dilapidations schedule will be carried out detailing any existing damage or faults. This may also require the co-operation of any affected neighbours.
6. Prior to commencement of the works, we will write and notify any potentially affected neighbours of our work together with contact numbers.

During the Contract

- We will always arrive on site at the pre-determined date and time.
- The first thing our foreman will do is introduce himself and his team to you and supply you with a copy of our Customer Care Package.
- The foreman, if required, will then notify your neighbour of the impending works with our Neighbour Notification Form.
- The Client/Supervising Officer will be kept fully informed of the progress of the works and any changes in start and finish times or in the scope of works.
- Access to discuss the works will be made easy for customers and neighbours alike.
- If the member of staff you request to speak to is unavailable, then you will be put through to their Secretary. All customer queries will be answered on the same day wherever possible.
- On projects lasting more than 5 working days, a weekly report will be submitted informing you of progress.
- Each week our Customer Care Department will contact you (usually on a Friday) to confirm that you are happy with our works to date. This is a good time to register any concerns.
- Towards the end of the project you will be notified of our completion date and a meeting will be arranged to inspect the works and list any outstanding items or items that may need further attention. This is called a 'snagging' meeting.
- Following this meeting, any 'snagging' items will be attended to and your property handed over in an agreed condition. You will be asked to sign our 'Clean & Tidy' form to this effect.

Post-Contract

- On completion of our contract, and prior to submission of a final invoice, we shall contact the Client to confirm the works are to their satisfaction. We will then send the relevant party an agreed invoice total.
- On payment of our invoice in full (including any policy excess) and within our terms and conditions, we will, where applicable, issue our Defects Insurance Guarantee direct to the homeowner, followed by a certificate of confirmation to the Engineer/Loss Adjuster and Company Guarantee direct to the Supervising Officer for submission to the Client.

- Two weeks after completion of our works, our Customer Care Department will contact you to confirm everything is still O.K. If not then, your issue will be dealt with in line with our Complaints Procedure.
- Twelve months after completion of our works, you will be contacted again and asked if any problems have arisen relating to our works. Again, any issues will be dealt with in line with our Complaints Procedure.
- Should anything arise during or after this twelve month period, then please contact our Customer Care Department.

Performance Feedback

It is important that we are made aware of our performance and service that you have received.

We will therefore ask you to complete our Contract Questionnaire. This will enable us to deal with any issues and improve our service in the future.

We thank you for your co-operation in this matter.

Complaints Procedure

How to Complain

Van Elle recognise that due to the nature of our works, problems can occur and complaints can arise.

We want to encourage you to complain direct to ourselves. This will enable us to rectify any justifiable complaints quickly and efficiently.

Should you wish to complain or raise an issue relating to our works, you may do this either by telephone, fax, e-mail or by letter.

1. You should, in the first instance, address your complaint to the Contracts Manager in charge of your contract (his name and contact number will be given to you prior to commencement of the works).
2. Your complaint will be acknowledged in writing on the same day and given a reference number.

Dependent on the nature of the complaint, we will aim to resolve it within 10 working days, but if it proves to be a more complicated issue, we will keep you informed of progress.

3. If you are not satisfied with the outcome, then you should then contact the relevant Divisional Director. Your complaint will be investigated thoroughly and you will be notified of the outcome within 10 working days.

4. If you are still not satisfied, then we recommend you either involve the Loss Adjuster/Engineer, or write to the Secretary of A.S.U.C. (Association of Specialist Underpinning Contractors – see details attached).
5. Your complaint will then be dealt with by the Complaints Committee of the Association and in accordance with their Complaints Procedures.



Mark Cutler

Signed

Mark Cutler - Chief Executive Officer

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