

Author:- David Nichol	Document ID:- POL 003	Issue:- 003	Issued : 20/09/2019
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CUSTOMER CARE POLICY AND OUTLINE PROCEDURE

The Services we provide

The services that Nichol Associates provides includes Asbestos Removal, Asbestos Surveying, Asbestos Auditing, Asbestos Expert Witness, Asbestos Management Advice and Implementation, Asbestos Bulk-Sample Analysis, Asbestos Air Monitoring and Analytics. We are accredited UKAS ISO17020, ISO17025, ISO14001 and OHSAS18001 and are holders of the HSE Licence to Work with Asbestos. In addition, Nichol Associates provides a range of training courses which can be delivered at our Highfield, CITB, IOSH, UKATA BOHS and RSPH approved Training Centre in Hebburn, Tyne and Wear or at your own offices or at a venue of your choice. Training courses include First-Aid, Health & Safety, Environmental, a range of Asbestos related training courses, Manager & Supervisor Safety Training, etc.

A full list of available courses can be found on our website <http://www.nicholassociates.co.uk>

All of the training courses we deliver comply with the requirements of the particular certifying authority. Any course that Nichol Associates delivers can be customised to create bespoke training to include the particular needs or contract requirements of the Client. Delegates who take our training courses are trained to treat their employers customer`s property with care and to carry out their tasks with professionalism and courtesy at all times.

Our Commitment

With regard to surveys or work involving a presence, on the Clients premises by Nichol Associates employees. surveyors, operatives, etc. they will take care of the customer`s property whether it be a dwelling house, flat, or business premises, factory, workshops, offices, etc. and will carry-out the work-in-hand with due respect for the building fabric and the décor. They will conduct themselves with courtesy and respect for the occupants and with care for the property of the occupants

Health, Safety and Environment Training

All Nichol Associates staff are subject to Health & Safety and Environmental training, this is regularly updated to keep abreast of legislation and good practice. It is the responsibility of Nichol Associates and their employee(s) to ensure they are in possession of all necessary, currently valid, trade-card`s and certificates of accreditation consistent with the work-in-hand.

Employees Dress, Appearance and ID`s

All Nichol Associates staff will be appropriately dressed, and fitted-out with appropriate PPE suitable for the work. All Nichol Associates personnel will be in possession of a personalised photographic identification card. They will present it on demand to anyone seeking to identify them or their business at the work-place.

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Safeguarding

Children and young people are sometimes left alone with instructions to let us into the home to conduct the asbestos survey. Whilst we want to get the survey completed and submitted to our Client as soon as possible and in compliance with the contract KPI's we will NOT enter premises unless any children present are in the company of an adult. If we encounter a situation where a child or young person has been left alone in the premises we are to survey we will report the instance immediately to our Client.

In visiting our Clients customer's homes we sometimes encounter people who get few visitors they might be described as vulnerable. During such visits our representatives sometimes find themselves lending a sympathetic ear to the occupants who may be elderly or infirm or who may lack sufficient contact with the outside world. Occasionally during the conduct of a survey or sit-visit our representative feels a responsibility to report back on the particular circumstances of the occupant, particularly where there is a clear need or cry for help. We feel that this is a particular area in visiting people's homes where we can make a difference as a company and put something back into the community that clearly demonstrates our care and consideration.

Cultural, Ethnic and Language Barriers

Cultural, ethnic and language barriers are another area where we make a conscious effort to put the Clients customer at ease. We will contact our Client for help and advice on any communication or language difficulties we encounter during a site visit or house survey so that there is no confusion or failure in communication.

Diversity in the Community

Dealing with diversity in the community and in the homes that we visit also involves meeting customers who may be handicapped, physically or mentally. Many persons that we encounter in the community, besides being physically handicapped making movement awkward or slow, suffer with hearing difficulties or they may be visually impaired. At Nichol Associates we have considerable experience of satisfying the needs of these groups, both in respect of the equipment we use and in providing additional, specialised customer care, training for our staff.

Customer Care and Prior Notice of Works

Prior to commencing work involving site visits to people's homes, whether surveys or audits we seek as much information about the occupier as is necessary to ensure that they will be treated with all care. The occupier will be given plenty of advance notice of our impending visit by letter, a telephone call on the day(s) leading up to our visit and if we are provided with the information in advance we will make special notes on the unique customer work-sheet or job-card advising our surveyor of the particular requirements for customer care necessary during the visit.

Domestic Situation Feedback

For the physically handicapped or hard of hearing or visually impaired customer that we discover where prior information has not been provided by our Client, we will provide feedback to our Client for future reference and will liaise with our Client in case there are any special circumstances or needs we must take into consideration before any work starts.

Difficult or Violent Residents

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Sometimes it has been our experience that we encounter a difficult, potentially violent or rarely a violent tenant. In this case we will leave the site immediately and report back to our Client for advice and help on how to overcome the situation.

Customer Care Training

Nichol Associates employees and our sub-contractors have been trained and our training is refreshed regularly, to ensure that care in and of the community and care for our Client and their customers is paramount in everything we do.

Customer Complaints Policy

Every aspect of the service we provide is carried out with our Client in mind. Nichol Associates will show respect to our Client, our Clients client and their customers and their property.

Nichol Associates policy is to behave courteously to everyone we come into contact with. We aim to build openness and trust in our relationships with our customer`s so that if they feel the need to bring a complaint to our attention, no matter how small the complaint might be, they can be confident that we will deal with it in a courteous and sensitive manner, promptly and efficiently.

Outline Complaints Handling Procedure

The easiest and quickest way to resolve a complaint is to telephone the office on the number below. Alternatively, if you are unable to phone or would prefer to write, you can contact us via email or by post using the contact details below.

Telephone 0191 438 5432 (24 hours of the day, 365 days of the year)

Email info@nicholassociates.co.uk

Post Nichol Associates Ltd. 19, Blue Sky Way, Monkton Business Park South, Hebburn, Tyne and Wear. NE31 2EQ

Any complaints received by Nichol Associates Ltd will be logged and entered into the non-conformance log.

1. **Step 1** We will attempt to deal with the complaint immediately;
 - If the complaint is resolved verbally then these details will be entered into the log and the complaint closed-off;
 - If the complaint is closed-off via email, then a copy of the email will be kept by Nichol Associates and the complaint closed off;
 - If you write to us with a problem, please provide your full contact details as we will aim to resolve matters by close of business from the following day we receive your letter. We may try and contact you by telephone to help with this resolution. Details of any resolution will be recorded and if successful, the complaint will be closed off;
2. **Step 2** If Nichol Associates were unable to resolve the complaint to a satisfactory standard as outlined above, the issue will be investigated by the Quality Manager

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and/or the Technical Manager and a written response will be issued within ten working days. Ideally you, the complainant, will respond to confirm that they are satisfied with the response from us. If we receive no reply within ten working days of sending a response, the resolution will be deemed satisfactory and the complaint will be closed off;

3. **Step 3** If Nichol Associates was unable to resolve the complaint to a satisfactory standard as outlined in point 3, further investigation will take place. During this investigation, updates will be sent weekly to keep you, the complainant, informed with the procedure. A written response will be issued within twenty eight working days. Ideally you, the complainant, will respond to confirm that you are satisfied with the response from Nichol Associates. If Nichol Associates receive no reply within ten working days of sending a response, the resolution will be deemed satisfactory and the complaint will be closed off.

What can you do if you are unhappy with our response?

We hope to resolve every complaint promptly and to your satisfaction. If for any reason you are not satisfied with our response, please tell us and let us know where you think further action is required.

If we are unable to come to a satisfactory outcome, you may appeal and seek advice from a suitable third party.

Signed: 

David Nichol (*Managing Director*)

Date: 20th September 2019

Employee:.....

Print Name:.....

Date:.....

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OUTLINE PROCEDURE (Informative)

Our strong customer focus is supported by considerable investment to provide dedicated customer care and tenant liaison resources in support of a satisfied customer base.

In addition to the H&S Risk Assessment we will make a number of checks before we commence work:-

- Site specific Assessment, which looks at parking availability, is it adequate?
- Can materials be safely carried to the place of work with no restrictions?
- Is the work area free from any debris and/or obstructions?
- Does the work present any hazards? In respect of dust, noise, access, obstruction, ladder positioning, etc.
- Do we need to take any extra precautions? i.e.: busy pedestrian area, bus route, school, etc.
- Does the tenant require special attention? i.e.: medical condition, hard of hearing, visually impaired, etc.

Nichol Associates “**Surveyor/Analyst(s)**” or “**Operatives**” will comply with the relevant risk assessment(s), method statement(s) and safe systems of work. The “Surveyor/Analyst or Operative”, or if there is a team, the Team Supervisor, will carry out a further site-specific Dynamic Risk Assessment or if there is a team, the Team Supervisor will follow the Site Specific Risk Assessment with a Tool-Box Talk embracing the salient and locally observed conditions, observed hazards, etc. and amending existing Risk Assessments accordingly.

The Surveyor or Team Supervisor will provide customer care and comfort by specifically discussing matters concerning Health and Safety and Environmental awareness with the tenant, or occupier.

The Surveyor or Team Supervisor will confirm that all emergency arrangements are in place and that all safety checks have been made. The Surveyor or the Team Supervisor will ensure that all necessary dustsheets and safety barriers are in place together with all necessary safety precautions prior to commencing work.

If the “Surveyor” or Team Supervisor has any issues or safety concerns they must report them to their manager, or if this is not possible, to a Company Director immediately.

Nichol Associates Surveyors, Analysts and Operatives are subject to all Health and Safety at Work Act (HASAWA) and the Company Health, Safety, Welfare and Environmental Policy. This places constraints upon their operations in the best interest of our Clients and their customers.

In the interests of **Customer Care** we conduct an initial and at random Health & Safety Inspection of our management of the work in hand, the facilities, tools and equipment, which covers, as a minimum, the following as applicable:-

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- Workplace: Tidy area, barriers and signage, slips/trips, dust sheets, storage and lighting, as applicable.
- Ladders: Ladder-tag, Footing, ladder suitability, inspection record, and restraint system, as applicable.
- Scaffolding: Scaff-tag, Installation & maintenance, base plates, secure, double guard
- Rail(s), toe board(s), etc. as applicable.
- PPE: Correct PPE in use, Physical condition of PPE, inspection records, as applicable
- Tools and Equipment: Applicable to task, evidence of inspection, unattended, storage, guarding, training provided, etc. as applicable.
- Asbestos: Awareness Training and all other UKTA and necessary BOHS, etc. training received, together with all necessary refresher training, and certification as applicable.
- Hazards: COSHH Assessment available, fire extinguisher checked, hot work permit and hot equipment attended if in use, flame-resistant PPE and overalls as required, flammable material secure, heat mat(s) in use as applicable.
- Organisation: "Surveyor", Team Supervisor and / or Responsible Person identified, Risk Assessment(s) and Method Statements available, on site.
- Site Rules: Awareness of site rules, customer code of conduct, as applicable.
- Emergency Planning: First Aider ID's and current, first aid kit, Accident Book, RIDDOR incident reporting – Responsibility chain identified, fire wardens identified, safe areas identified, etc. all safety arrangements in place, as applicable.
- Environmental: Policy Available. Waste management license, awareness of disposal requirements, and use of drip tray(s), etc., awareness of Client, customers, and company policy.
- Welfare and Hygiene: Site Accommodation, Washing and toilet facilities, Rest-Room, Tea Room, Kitchen facilities available, as applicable.