
	<b>Communication with Customers Policy</b>		
	Doc Ref: <b>POL5-12</b>	Issue No.: <b>6</b> Date: <b>01/05/2024</b>	

**What:** set out what the work is, in simple and open, understandable terms. Customers do not want in depth details or terms and words they find difficult to understand and are confusing. Think through the nature of what it is you are going to do and how it will impact on customers and their local environment. Then organise / plan appropriate measures to minimise and mitigate the impact.

**Why:** explain why we need to do the work, we may need to be persuasive and demonstrate how the planned work will lead to improved service, (reliability /greater resilience/ problem solution)

**How:** we need to explain how we intend to do the work, this needs to recognise the potential impact on customers and explain / outline how we will minimise/mitigate any impact on them and their local environment.

**Where:** state where the work will take place but also include all places/ details where the effects of the work may be experienced.

**When:** set out what can be expected in terms of when the work will take place e.g. start / finish times, this could include any plans to work at certain times so as to minimise/mitigate, impact upon customers and the local environment.

**Who:** is the person that the customers can contact if they experience problems - in all cases a person on site should be designated as accountable for making decisions on that site and to deal with customer issues/ questions.

**Complaint:** if the customer cannot obtain a satisfactory outcome from the person on site, they must be provided with the office number in order to allow them to escalate matters to the appropriate level. Office staff must ensure that the customer is put into contact with the relevant manager so that the customer's issue is dealt with correctly and fully in the first instance, wherever possible.

This Policy will be reviewed annually as a minimum and fully supports the policies and procedures within our Management System.



Signature:

Steven Sankey, MD