

Customer Service Policy

At Adrian White Building Supplies, we are a customer-focused business committed to making a positive difference for both our retail and trade customers. This customer service policy outlines our key commitments in delivering an experience we are proud of, driven by a dedication to provide the best service possible.

General Principles

Customer Focus: Customer satisfaction is our top priority and we recognise that our customers are integral to the success of our business. We always keep you at the heart of everything we do by listening to your needs and acting quickly to provide solutions.

Professionalism: We maintain a polite, respectful and courteous approach at all times.

Positive Attitude: Every interaction is approached with a helpful and solution-focused mindset.

Active Listening: We fully engage with your concerns and questions to understand your needs and expectations.

Greeting Customers: We will greet you promptly and warmly upon arrival or contact.

Gathering Information: We ask relevant questions to ensure we fully understand your needs.

Responding to Enquiries: We'll provide accurate, timely information regarding our products, services and policies.

Handling Complaints: If you have a complaint, we will listen actively and without interruption. Your frustration will be acknowledged and we will apologise where appropriate. We will always thoroughly investigate any issue and provide a clear explanation. A fair and effective resolution will be offered to address your concerns.

Escalation Procedures: Issues will be escalated to the relevant person when necessary. We will clearly explain the escalation process and expected timelines.

Telephone Etiquette: Calls will be answered promptly and professionally. We will speak clearly at a moderate pace and will aim to avoid putting you on hold unnecessarily.

Email Communication: Emails will be responded to promptly and professionally and use clear and concise language. Contact details will be included in email signatures.

Deliveries: Deliveries will be arranged at a mutually agreed date whenever possible and your delivery instructions will be followed where practicable. We will be respectful of your neighbours and keep noise and disruptions to a minimum.

Customer Privacy: Your personal information and data will be handled with strict confidentiality.

Cultural Sensitivity: We'll respect and acknowledge cultural differences in all customer interactions.