



## Customer Service Policy

We pride ourselves on providing a high standard of service to all of our customers and actively seek to improve and streamline wherever possible.

### Our Service Standards

Our standards set out our objectives and strategies for ensuring we comply with our stated aims of improving service delivery and providing best value for money.

- We have an ongoing commitment to providing a rapid response to customer requests, reducing turnaround times for all of our products and services
- We ensure our technicians are courteous, helpful, and well presented at all times
- We ensure that all our employees are trained to the highest standards to enable them to remain at the forefront of information technology, to better support the diversity of our customers' needs
- We aim to facilitate a teamwork approach with all parties, providing communication links and systems at all levels in order to maximise responsiveness and cooperation
- We aim to treat every customer as an individual, providing them with efficient and innovative solutions tailored to their individual needs and budgets
- We remain untied to any suppliers to ensure our recommendations remain based purely on customer requirements and not fulfilling sales quotas

### Consultation

We are committed to consulting our customers as widely as possible in order to monitor and ensure that we respond to their needs. We undertake various procedures to ensure this happens, including:

- A market research programme which includes a regular survey of customers
- Regular employee forums to look at ways of improving our services to customers
- Regular talks, seminars, meetings and workshops are arranged with members of professional organisations.

### Feedback

Your comments, suggestions, and feedback are vital in helping us to achieve our commitments.

Please let us know about your experiences of InfoTech's services using the following email address:  
[customerfeedback@infotech.co.uk](mailto:customerfeedback@infotech.co.uk)