

Help-Link takes pride in the quality of workmanship and the leading manufacturer products that the company installs in its customers' homes.

Help-Link was established on the premise of providing a first rate service with clear and concise communication. The National Help-Link workforce pulls together as one unit to deliver the objectives of the company and meet the expectations of the customers. Respect for customers' homes is paramount. The company continues to operate under the following principles.

It is Help-Link's aim to provide a system of Customer Service, treating our customers fairly, that excels whatever the environment and circumstance.

Help-Link is committed to the following:

- Providing customers with clear and concise information about the products and services we offer, inclusive of fees and charges.
- Understanding the individual needs, preferences and circumstances of the customer.
- Providing customers with the highest standard of workmanship
- Only installing leading manufacturer products
- Providing customers with different options on how to pay for our products and services.
- Being continuously regulated and accredited by leading industry bodies
- Continuously striving to improve the service that it provides
- Setting and monitoring key performance indicators to measure success throughout the company
- Not discriminating against individuals or groups
- Giving priority to those deemed to be vulnerable or special needs
- Maintaining a 24 hour 365 day a year call centre and network of engineers
- Adhering to pre-agreed appointment times and informing customers should there be a change of these times
- Offering flexible appointments, where possible, for customers with special requirements.
- Effectively responding to customer grievances
- Providing employees with appropriate levels of training to enable them to carry out their work effectively
- Being fair, responsive and courteous in the delivery of its service
- Being professional and having well informed and trained employees who take pride in what they do.

Every customer's home is unique and requires a bespoke view from our surveyors and engineers. From time to time this variable nature can lead to customers becoming discontent. Should this happen Help-Link will follow their complaints procedure, which is available for customers to view on the Help-Link website. During the complaints process Help-Link will communicate with the customer at each step in the process and respond to each step in accordance with the notified timescales.

The customer is at the forefront of Help-Link's business operations. The company welcomes feedback from customers, whether this is negative or positive, as it is this feedback and the relationship that Help-Link has with its customers, which enables the company to adapt, grow and flourish.

Signed



Richard Harrison
CEO, Help Link Group

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