



CUSTOMER CARE POLICY STATEMENT

TP Fire & Security Limited (TP) aim to provide friendly, efficient and accessible services and to treat all customers, both internal and external equally, promptly, with courtesy, respect and consideration and to communicate effectively with vulnerable persons and those with special needs including but not limited to those who may have a lack of mobility, sight or hearing.

In addition, TP aim to provide excellent customer services that we define as:

- Ensuring that the customers and people who pay for the services provided by TP either direct or via facilitation receive an efficient service.
- Involving the customer by listening to, considering and acting on their views with regard to the provision of services and decisions being made.
- Understanding customers and meeting their needs whenever and reasonably practicable.
- Treating all customers with respect and courtesy.
- Providing clear and concise information and explanations to customers.
- Being accessible to customers.

S England
Managing Director
July 2017

