



# CUSTOMER SERVICE CHARTER

This charter outlines our service commitment to you and how you can help us to provide you with a quality service.

PLS Medical Limited are dedicated to the provision of a high level of service. We are suppliers of 'Medical & Safety Footwear, Basic PPE, Instrument Protection & Consumables'

In providing our services, we value:

- meeting the needs of our customers
- the diversity and individuality of all people
- the professionalism of our staff
- effective communication, including your feedback on our services
- our approachability

You can expect:

- prompt, friendly, courteous and efficient customer service
- helpful well-trained staff who will treat you with respect and integrity
- clear, accurate and timely information
- confidentiality with your information
- convenient hours of opening and out of hours' contact
- prompt responses to your enquiries, comments or complaints
- clear and accurate information regarding our policies
- respect for your privacy at all times.

Help us to help you by:

- extending mutual courtesy and respect in your dealings with us
- assisting staff to understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific issue

If you contact us by telephone, we will:

- provide you with a telephone service during our published opening hours
- provide you with an out of hours' telephone service
- if we cannot answer your enquiry immediately, we will take your details and call you back within an agreed timescale

If you contact us in writing, we will:

- acknowledge your correspondence within 2 working days
- include a contact name, telephone number, and email address on all our correspondence with you