



WDL (Concrete Products) Ltd is committed to providing you with a customer service that extends far beyond simply meeting your expectations. We aim to Provide you with complete confidence with our products and services delivered by our employees who are our most valuable resource. In making this commitment we recognise that we must continuously invest in them and ensure that they are appropriately trained at a time of rapid change.

Our Employees

When speaking to our employees they will:

- Be courteous helpful and treat you with respect.
- Listen carefully in order to understand and respond to your needs.
- Deal with enquiries/complaints efficiently and quickly.

When you phone us

- Our phone lines are open from 8.00am to 5.00pm Monday to Friday and 8.00am to 12.00 midday Saturday.
- We aim to answer your call within 20 seconds
- You will be directed to the person/department you ask to speak to, or to someone who can deal with your enquiry.
- The person dealing with your enquiry will give their name.
- If the person you need to speak to is not available we will try to help, take a message or arrange for someone to call you back.

When you write to us

- We will aim to reply to your letter in full within five working days of receipt.
- If not, we will acknowledge your letter within three working days of receipt and aim to reply in full within ten.
- Where it is not possible to reply within ten working days we will give you an explanation

Complaints

- All complaints for whatever reason are to be

reported to our head office verbally within 24 hours and in writing within five working days.

- If the complaint relates to poor quality, a representative will contact you within 24 hours. We will investigate the complaint, and if necessary a site visit will be made within 1 to 5 working days.
- If a site visit is warranted, a representative will call and he will be equipped with relevant safety wear and also will be a holder of a current CSCS card.
- Once the investigation has been carried out we will contact you within five days of our findings and advise of any appropriate action needed to rectify the situation.

Health and safety Policy

- The company will communicate the Health and safety policy to all employees, and it will be freely available to customers, shareholders and the general public.

Placing Orders

- Once an order has been placed we will check and process this immediately, we will endeavour to deliver at the day requested, if not we will notify the customer immediately of an alternative date.

If you are not satisfied

- If you are not completely satisfied for whatever reason please let us know.
- We aim to respond effectively to customer needs and complaints and use customer feedback to secure continuous improvement.