



Customer Care Charter



1. Introduction

At **Axis CLC**, we are committed to delivering an exceptional level of service to all our customers. Our divisions bring together a wealth of expertise and focus on delivering outstanding repairs and maintenance solutions across the UK.

We recognise that our success depends on the trust and satisfaction of our customers, and we are dedicated to building long-term relationships through open communication, empathy, and respect.

*This Charter is underpinned by one of Axis CLC's core values: **Customers – We put customers first**. Everything we do begins and ends with our customers. We seek to understand their needs and deliver excellence, recognising that every colleague has a role to play in building long-term relationships through the quality of our people, the value of our services and the high standards we set. The commitments within this Charter translate that value into the behaviours and service standards that residents can expect whenever we deliver services in their homes and communities.*

This policy outlines our approach to customer care and reinforces our promise to deliver consistent, high-quality services to everyone we engage with.

These standards apply equally to all Axis CLC employees, operatives, subcontractors and anyone delivering services on behalf of Axis CLC.

Our Customer Promise

At Axis CLC, putting customers first is more than a value; it is the principle that guides every decision we make. This Charter reflects our commitment to understanding our customers' needs, delivering excellence in every interaction and maintaining the high standards that build trust and long-term relationships.

2. Our Commitment to Customers

At Axis CLC, we aim to:

Listen and Understand – We take the time to listen to our customers, understand their needs, and address their concerns with empathy and respect.

Deliver Quality Services – We are committed to providing reliable, high-quality repairs and maintenance services that meet or exceed customer expectations.

Be Transparent and Honest – We communicate clearly, provide accurate information, and keep customers informed throughout their journey with us.

Treat Everyone with Respect – We treat all customers with dignity, regardless of their circumstances, background, or needs.

Learn and Improve – We welcome feedback and use it as an opportunity to continuously improve our services.



3. Customer Care Standards

Our standards of service are built on principles of professionalism, empathy, and accountability. We aim to:

- **Respond Promptly** – We acknowledge all enquiries and will always aim to book appointments or answer queries at first point of contact wherever possible.
- **Communicate Clearly** – We use plain language, avoid jargon, and ensure our communications are accessible to all.
- **Offer Flexible Solutions** – We adapt our services to meet individual needs, recognising that one size does not fit all.
- **Be Respectful and Inclusive** – We respect diversity and ensure that all interactions are inclusive, fair, and free from discrimination.
- **Maintain Privacy and Confidentiality** – We safeguard customer information and handle all personal data in accordance with data protection laws.

4. Customer Journey and Experience

We are dedicated to ensuring that every interaction with Axis CLC is positive, seamless, and respectful.

4.1 Before the Service

- We will provide clear information about available services and timescales.
- We offer multiple contact channels to suit customer preferences, including phone, email, and online platforms.
- We set realistic expectations and provide confirmation of appointments and reminders.

4.2 During the Service

- We ensure our team, operatives and contractors are always courteous, professional, and empathetic.
- We will always aim to minimise disruption and respect the customer's home or workplace and environment.
- We keep customers informed if there are any delays or changes to appointments.

4.3 After the Service

- We'll follow up to ensure customer satisfaction and address any outstanding concerns.
- We provide a clear and accessible process for giving feedback or raising complaints.
- We use this feedback to refine and enhance our services.



4.4 When Working in a Customer's Property

- We'll wear clean, weather-appropriate company workwear with visible logos for easy identification.
- We'll display security badges clearly, especially when working with elderly or vulnerable residents.
- We'll be courteous and inform customers of delays or incomplete work due to material lead times.
- We'll protect customer property using dust sheets, clean the site daily and always seek permission before moving furniture. Any accidental damage will be reported immediately.
- We'll minimise noise and avoid using personal devices.
- We'll never smoke, consume alcohol, or use drugs on-site.
- We'll request permission before using customer facilities or utilities.
- We'll secure doors and windows before leaving.
- We'll always park vehicles considerately and store materials, equipment and waste safely to prevent hazards.

5. Complaints and Feedback Handling

We recognise that sometimes things can go wrong, and we encourage customers to share their feedback or concerns so that we can learn and improve.

5.1 How to Make a Complaint

For any customers who are residents of social housing, the most appropriate way to raise a complaint is directly to their landlord, as this allows them the opportunity to escalate to the Housing Ombudsman should they remain dissatisfied. Axis will work closely with all landlords to support a thorough complaint investigation and response in line with their own Complaints Process.

For all other customers wishing to raise a complaint directly with Axis CLC, they can do this by:

- Calling our dedicated Customer Service team on the same number they would dial to request a repair.
- Emailing us using the same email address they would use to request a repair.
- Submitting an online enquiry form via the Contact Us section of our website.

5.2 Our Complaints Process

- **Acknowledge** – We will acknowledge receipt of a complaint within 5 working days.
- **Investigate** – A thorough investigation will be conducted, and the customer will be kept informed of progress.
- **Resolve** – We aim to resolve complaints within 10 working days of the acknowledgement. Where a resolution requires more time, we will provide regular updates.



- **Learn** – We will use complaints as opportunities to improve our services and prevent future issues.

6. Staff Training and Development

We invest in ongoing training and development to ensure our team members:

- Understand the importance of customer care and empathy.
- Are equipped to handle enquiries and complaints effectively.
- Are trained to support vulnerable customers with sensitivity and care.

7. Supporting Vulnerable Customers

We are committed to recognising and responding to the needs of vulnerable customers, including:

- Elderly or disabled customers.
- Customers with language or communication barriers.
- Those experiencing personal difficulties.

We will:

- Make reasonable adjustments to ensure equal access to services.
- Offer additional support where needed.
- Signpost customers to specialist advice and assistance when required.

8. Communication and Accessibility

We believe that good communication is essential for delivering excellent customer service. Therefore, we:

- Offer information in accessible formats and provide translation or interpretation services when required.
- Use inclusive and respectful language in all our interactions.
- Ensure our digital platforms are user-friendly and compliant with accessibility standards.

9. Measuring and Monitoring Performance

To maintain high standards, we regularly review and assess our performance through:

- **Customer Satisfaction Surveys** – Gathering feedback to identify areas for improvement.
- **Internal and External Audits and Quality Checks** – Ensuring compliance with our standards and procedures.
- **Complaint Analysis** – Identifying trends and implementing solutions to prevent recurring issues.



Where standards are not met, Axis CLC will review feedback, complaints and quality findings to identify learning opportunities and take corrective action where appropriate

10. Policy Review and Accountability

This policy will be reviewed annually to ensure it remains relevant and effective. All staff members are responsible for upholding these standards and contributing to a positive customer experience.

We are committed to holding ourselves accountable for maintaining a high level of service, and we will take corrective action where necessary to meet our promises.

Axis CLC – Putting Customers First with Care, Respect, and Integrity.