

BJH Customer Care Policy



Updated 24.06.2020

We recognize that long term repeat business relationships with our Customers are fundamental and is the continued success of BJH CONTRACTS UK LTD.

Understanding our Customers is the key to a profitable business. We will manage our customers' expectations and our aim is for our customers to value the service we provide as highly as we value their business.

We understand the priorities and importance of the customer and deliver a level of service to satisfy our customers in the context of a mutual and professional understanding.

We will Independently measure the customers' satisfaction with our service and provide communication links and systems at all appropriate levels in order to maximize responsiveness and co-operation.

We welcome feedback on the service we provide and regularly include items identified in feedback to further improve our services.

In addition, we believe that a customer's image can be further enhanced by selecting a contractor who recognizes the importance of this issue and is committed to ensuring that excellent care is provided.

As our ultimate customer, we recognize that a major benefit to our client is to be provided with a project construction period free from third party complaints.

We are reactive and responsive to our customers concerns and complaints and attend to any remedial works at our earliest opportunity and are committed to providing a level of care that exceeds industry standards.