

Customer Charter

At Cowperthwaite Roofing Ltd (CRL) our customers are our highest priority. We define a customer either as a client who is paying for CRL's services, or a member of our extended team with whom we conduct our day-to-day business.

CRL's Customer Charter sets out our commitment to our customers, both personally and professionally. We are proud to stand by these standards and principles.

Our core values

- Professionalism
- Integrity
- Respect
- Empathy
- Care & co-operation

At all times we aim to be

- Cheerful
- Polite
- Approachable
- Supportive
- Patient
- Punctual

We always want to do the best possible job for our clients, which means each project should:

- Be carried out to the highest possible standard of workmanship (from enquiry to site clear and client sign-off)
- Achieve 100% client satisfaction in terms of the quality of the work and the manner in which the work has been carried out
- Serve as a positive advertisement for CRL

Communication

We acknowledge the fundamental importance of open, honest and consistent communication – both with our clients and with our colleagues. Therefore, we pledge to:

- Keep our clients well-informed at every stage of their job, including a friendly "knock on the door" every morning
- Listen carefully to our clients, respond to their queries clearly and accurately (double checking our information, if appropriate), and ensure they fully understand our answers
- Ensure that our colleagues are fully updated as each job progresses



Teamwork

We recognise the importance of each & every client, and we want to inspire confidence in them. We also recognise our responsibility to our colleagues, therefore we pledge to:

- Help and support our apprentices to become proficient roofers
- Take advantage of opportunities to learn, and to share this knowledge with our teams
- Work together cohesively
- Treat the site with respect, as though it were our own property
- Acknowledge the repercussions of making mistakes, and learn from any such incident
- Remember that we are all representatives of CRL, and that each individual has a duty to uphold their standard of appearance (of themselves and their vehicle) and behaviour

Ethics & Equality

As one of our core values is respect, we pledge to never act aggressively or abusively, and our decisions and behaviour will never be prejudiced by issues of gender, race, culture, religion, sexual identity, sexual orientation, age or personal disability.