



CUSTOMER SATISFACTION

1.0 STATEMENT OF POLICY

Strategic Company objectives are annually set within our Business Plan. To meet these targets, and for our business to be a success, we need to satisfy the needs of our Customers. Moreover, to have a 'sustainable' business, we must provide our Customers, Colleagues and Suppliers with the very best service we can, so that their experience of working with **TNG Consulting Engineers Ltd** is one that is successful and enjoyable and leads to repeat business and recommendations.

We have identified that the '**Critical Success Factors**' that enable us to satisfy the needs of our Customers and all other Stakeholders, is a high performing Team that provides:

- > **Excellent customer service**
- > **Timely delivery**
- > **High quality of service and information**
- > **Team working**

These factors shall be the focus of our Customer Satisfaction reviews and measurement. We shall collect feedback on Customer Satisfaction, and our performance, using a 360° approach. We operate a **Post Project Review** survey system, which seeks data from every Stakeholder within the Construction Team on each project we work on. This means we shall:

- > Collect feedback on Customer Satisfaction, and our performance;
- > Seek data from every Stakeholder within the Construction Team on each project we work on;
- > Set ourselves very high standards to meet, communicating to everyone that excellence is, and should be, consistently expected and delivered;
- > Review all Customer feedback at Director level and identify any improvement opportunities;
- > Initiate corrective action to eliminate any shortcomings;
- > Investigate any serious concerns or complaints about the services we provide;
- > Provide guidance, training and development when required.

2.0 CONTINUAL IMPROVEMENT

We are committed to the continual evaluation and improvement of our performance, and the satisfaction of our Customers, Colleagues and Suppliers. This process shall be an integral part of each project. We shall seek feedback on all projects and from both new and existing Clients and Colleagues to ensure continual improvement.

We consider all feedback to be valuable to our Business. The responses to our Post Project Reviews can identify opportunities for development or new initiatives. Therefore, a Director shall review the collective feedback and areas for development shall be fed back to the Board.



3.0 RAISING A CONCERN

Any Claimant wishing to raise a concern or make a complaint about the way in which we provide our business services, and/or any of our activities whilst we are providing this service, may do so using the Complaints Procedure. The Complaints Policy and Procedures are available by emailing headoffice@tngce.co.uk or by telephoning 023 8022 5900.

4.0 DECLARATION

This Policy is fully supported by the Board of Directors. We shall ensure that this Policy is available to our Employees, Clients and other Business Colleagues.

Signed: 
Russell Pitman, Managing Director

Date: 12-09-2024

This Policy shall be reviewed and resigned annually.