



CUSTOMER CARE POLICY STATEMENT

At Air 3 Limited, our core principle revolves around placing our customers at the centre of everything we do. We actively involve clients, end-users, and the local community in the design, specification, and delivery of our services to ensure their needs and expectations are not only met but exceeded.

Our Approach to Service Delivery

We proactively seek the views, opinions, ideas, and suggestions of our customers on all aspects of service design, delivery, and improvement. Our policies and procedures are meticulously crafted to empower customers with real influence and control, forming an integral part of our commitment to continuous improvement.

Our Vision

By deeply understanding our clients' real and perceived business needs and surpassing their expectations, we are dedicated to delivering an exceptional client experience. This is achieved through the cultivation of long-term relationships with customers who recognize and value service excellence, quality, and added value. We are committed to fostering partnerships, embracing innovation, and implementing best practices to offer a comprehensive integrated service that evolves with our customers' changing needs.

Our Aims

Our primary aims are to provide customers with more choice, convenience, influence, and control over the way services are designed, delivered, monitored, and continuously improved.

Opening a Dialogue

Air 3 Limited is committed to establishing effective two-way communication with our customers. We employ a personalized approach that spans across all sections of the diverse community we serve. Throughout the design and construction process, we promote an open dialogue among all stakeholders impacted by our activities.

Handling Complaints

Complaints and instances of non-compliance or service failure are integral to our Quality Management System. Our objective is to investigate and resolve all complaints and non-conformities swiftly, with the aim of eliminating or mitigating the circumstances that led to them. Clients and end-users are informed of our Complaints Procedure during the pre-works stage, and all complaints received are logged, acknowledged, and rectified promptly, in accordance with our Quality Procedures Manual.

Learning from Complaints

The company's Complaints Log is regularly reviewed by the Managing Director and senior management to identify trends or reoccurrences. Where necessary, changes are implemented to working procedures, training, or products based on the insights gained from complaints. Data from all complaints is utilized internally as a Key Performance Indicator to assess our performance and drive improvements.

Customer Feedback

Customer feedback is actively sought and valued throughout the construction process. We conduct Contract Review Meetings with clients, stakeholders, and delivery teams to discuss and review performance. Upon contract completion, clients are invited to complete a confidential questionnaire assessing our performance against Key Performance Indicators. This feedback is analysed and utilized constructively to inform continuous improvement initiatives across the company.



Customer Care Policy

At Air 3 Limited, our commitment to customer care extends beyond mere satisfaction; it encompasses a dedication to excellence, continuous improvement, and building lasting relationships based on trust and mutual respect.

Signed: _____ *Date:* May 2024

For and on behalf of Air3 Limited
Peter Morgan - Managing Director
