



Think Tank Productions Ltd

## **Customer Service Guidelines**

Meeting customer expectations is important to us, our customer service standards and product quality reflect those expectations. These standards are reviewed regularly to see if our service levels can be improved.

### **What service can you expect from Think Tank?**

We aim to provide quality design and a professional management of your project which meets the needs of the project and as stated in the design or technical brief. We believe it is important that you should know what to expect from us and so we set specific standards for our dealings with you.

Our guidelines are that you may expect to:

- 🕒 be fairly treated
- 🕒 be treated courteously
- 🕒 obtain high quality service

### **To achieve this we aim to do the following:**

- 🕒 employ staff suitably qualified for the position and in accordance with our equal opportunities policy
- 🕒 keep studio equipment and software up to date
- 🕒 invest in our staff with training to enable use of up to date software
- 🕒 always explain and give reasons for our decisions and give you the chance to challenge them
- 🕒 be positive and helpful to you
- 🕒 provide a personal service with a key member of staff

## Our standards

1. See that all visitors are met and taken to their meeting within 10 minutes of their appointment time
2. Answer letters and faxes of general enquiry within 5 working days or explain why not
3. Answer emails of general enquiry within 1 working day or explain why not
4. Answer telephone calls promptly and ensure enquiries are dealt with courteously and professionally
5. Provide clear information at all times regarding our services
6. Do all we can to make sure our services are available to everyone, including those with special needs
7. Listen to your comments about our services and if problems occur ensure that steps are taken to prevent them happening again

Our customer service standards are targets which we will try to meet in every case and we welcome your feedback on our performance against these standards or on any other aspect of our services.

### **What do we mean by feedback?**

We mean a specific compliment or complaint or a general comment about our services. If you feel you have received good service, we would like to hear about it. When you think things have gone wrong, we need to know so that we can put them right and prevent similar mistakes happening in the future. We also welcome comments and suggestions on how we could improve our services.

We will:

- 🕒 treat feedback seriously
- 🕒 deal with it promptly
- 🕒 use it to learn lessons and identify areas for improvement



### **How can you provide feedback?**

When you use one of our services you will be nominated a key member of staff as your named contact. You can use this contact to pass on any feedback. Also, you will be sent a customer feedback questionnaire which you may also complete and send back to us.

This questionnaire, or any other company policy, can be obtained by contacting:

Ms Jake Ferguson  
Managing Director  
Think Tank Productions Limited  
25/26 Gandy Street  
Exeter EX4 3LS  
Tel: 01392 211232  
Fax: 01392 275617  
jake@thinktankproductions.co.uk

Or you may download this document on our website under Ethics and Commitment

If you wish to comment generally on our performance against our standards, suggest new or better standards or to offer feedback on any other issues of interest to you, please also contact the above named person.

### **Think Tank Complaints Procedure**

We are committed to improving our standard of service, and if things go wrong we need to know.

#### **What do we mean by a complaint?**

A complaint is when you tell us that you are not satisfied with our standard of service or with any action, or lack of, by us.

You should make a complaint when:

- ⌚ you think that our service is not up to standard
- ⌚ you have not been treated politely
- ⌚ you think we have not followed the correct procedures
- ⌚ a service you have asked for has not been provided and we have not given you a reasonable explanation
- ⌚ you are otherwise unhappy with us



### **Making a complaint**

If you have a complaint, please start by speaking to the person you originally dealt with to give them a chance to sort things out for you. This person is authorised to receive your complaint in writing, by telephone, fax or email. We aim to give you a full reply within 10 days.

### **If you are still not happy**

If you wish to complain about the quality of service you have received from us and cannot resolve the problem with the person you have been dealing with, please write to:

Ms Jake Ferguson  
Managing Director  
Think Tank Productions Limited  
25 / 26 Gandy Street  
Exeter EX4 3LS  
Email: [priority1@thinktankproductions.co.uk](mailto:priority1@thinktankproductions.co.uk)

Your complaint will be acknowledged within 1 working day and you will receive a full reply within 10 working days. If, in exceptional circumstances, we cannot meet this target, we will explain why and give you a new deadline.

If you have followed this procedure and are still not satisfied, we invite you to approach Trading Standards to ask them to take up your complaint with us in their official capacity.

### **You may get further advice from:**

Trading Standards  
County Hall  
Topsham Road  
Exeter  
EX2 4QB  
01392 382818



## **How we will respond to your complaint**

We offer the following solutions when you are unhappy with our services.

We will apologise when we are at fault.

- ⌚ We will also give you an explanation, and if we do not take immediate action will say when we expect to do so or, if we cannot, will say why not.
  
- ⌚ We will endeavour to put the immediate fault right and check whether our procedures need tightening or improving.

Our services are almost always governed by contract. Should the question of compensation arise, we will consider cases on their individual merits and in light of their individual circumstances.

## **How do we use feedback?**

We record and analyse all feedback and quarterly reports are reviewed by the Managing Director and scrutinised to identify opportunities for improvements to our services. We publish statistics on complaints and compliments in our Annual Report.

## **Where you can get further copies of these guidelines**

These guidelines sets out our Customer Service Standards commencing 1 April 2005 and explains how to give feedback to you and how we will handle it. You can get further copies of these guidelines from:

Think Tank Productions Limited  
25 / 26 Gandy Street  
Exeter  
EX4 3LS  
Tel: 01392 211232  
Fax: 01392 275617  
Email: [info@thinktankproductions.co.uk](mailto:info@thinktankproductions.co.uk)

The above address should be used for any general enquiries you may have.