



Customer Satisfaction Policy

We aim always to provide the best possible service to customers. To be able to do this consistently we need to know what our customers want, which means constantly finding opportunities to listen to you, being open to feedback, and acting quickly on what you tell us, particularly if we've got something wrong or where our handling of an issue or a situation does not meet your expectations.

We aim to treat all our customers as individuals and take them through their purchases and experiences with us personally, engaging with them from start to finish we are delighted that so many people remark on our staff friendliness and helpfulness. Our staff are passionate about and interested in what we do, and all have a good basic knowledge of our business. Each member of our staff is employed for the skills and knowledge that they bring to their own specific areas of work and responsibility and one individual may, therefore, be better placed than others to offer specialist help and answer queries. We use formal methods of research and feedback, such as customer surveys, panels, focus groups and regular mystery shopping. These help us monitor levels of customer satisfaction and give us a broader and more representative spectrum of customer opinion to respond to.

We would encourage you to tell us when you are satisfied with your experiences here as well as when you are dissatisfied. Please address your comments, in the first instance, to **Feedback, Customer Services, Royd Catering Services , Cragg Road, Hebden Bridge, HX7 5HR** or feedback@royds.net.

The Co-ordinator will ensure your correspondence with us is logged. When the comment or correspondence is positive it will be shared with the person or people directly concerned who will in turn, share it with colleagues to ensure recognition of service provided or quality of service.

Complaints

Where the comment or correspondence is negative or deemed to be a complaint it will be dealt with in accordance with our **Complaints Procedure Policy**.

In the first instance it will be logged and then shared with the person whose knowledge and responsibility make them best placed to respond. They may reply direct or via the Complaints Co-ordinator, the reply will be logged along with the original correspondence.

We aim to respond fully to all correspondence of this nature within 5 working days. Where that is not possible and further investigation is required, we will tell you that and will then undertake to respond within a further 21 days. If, when you have received our full response you are still dissatisfied, you may take the issue further by writing to our Managing Director at the address above.

This policy will be communicated via our [website](#) and will be available in written form on request.