

Established in 1985, and based at the heart of the East Midlands, Westleigh are strategically located to provide service excellence throughout Leicestershire, Nottinghamshire, Derbyshire and Northamptonshire.

Westleigh provide the total package from project concept to completion, creating quality, impressive homes and buildings for sale to the private owner, institutions, industrial or commercial clients.

We actively welcome all comments, praise, general feedback or complaints. Please forward correspondence to:

Head of Customer Service  
**Westleigh Partnerships Limited**  
Grange Business Park  
Enderby Road  
Whetstone  
Leicester. LE8 6EP

info@westleigh.co.uk  
0116 277 3324

[www.westleigh.co.uk](http://www.westleigh.co.uk)

“At Westleigh, we aim to provide every one of our customers with the highest level of quality service and customer care, from first contact through to sales and beyond.”

**Ian Jones, Managing Director**



Customer  
Care Charter



## Communication

We recognise that we rely on our employees to deliver exceptional Customer Care, and it is through our commitment to Investors in People, ongoing personal development and training that we can ensure consistency across the company. We will ensure that our employees treat every customer, as we would wish to be treated ourselves, with courtesy and respect.

### If you telephone us, we will:

- make every contact a positive experience
- aim to answer calls courteously and within four rings (or ten seconds)
- deal with your enquiry immediately or point you in the right direction if we can't help
- offer to call you back if you have to hold on too long, or see what else we can do to help
- ensure answerphone messages are clear and tell people when to expect a reply and offer an alternative contact
- aim to contact you by the end of the working day if you leave a message for someone

### If you write or send an E-mail to us, we will:

- aim to reply to all correspondence within five working days
- write to you in a polite, plain-English manner
- let you know the reason for any decisions taken

### If you visit us, we will:

- greet you quickly, professionally and politely
- listen carefully and speak clearly
- respect confidentiality at all times

### If we need to visit you, we will:

- arrange a mutually convenient time, or explain why we are not able to do so
- make sure that our employees carry identification
- aim to arrive on time (we will let you know if we cannot keep an appointment or are delayed)

### We will expect you to:

- be polite and treat our employees with respect (harassment, threatening or aggressive language or behaviour will not be tolerated)

## Transparency

As part of our commitment to ensuring excellence, we actively monitor our performance against key quality and service objectives.

## Continuous improvement

We continually strive to improve the level of customer care we provide, and we rely upon your feedback to help us strengthen the service that we offer. Whether in-person, telephone contact, in writing or via our website, all customer feedback is reviewed and where necessary acted upon.

### We will:

- not make promises that we cannot keep
- aim to get things right first time
- agree and meet realistic deadlines
- keep you reasonably informed about progress
- give you an honest response to any enquiry, even if this means giving bad news
- seek regular feedback on customer satisfaction
- publish details of how customers can tell us about complaints, pay compliments and give us feedback

### If you make a complaint or provide feedback, we will:

- acknowledge your complaint within two working days
- investigate your complaint thoroughly and learn from any mistakes
- aim to respond to your complaint within ten working days
- welcome comments on where we have performed well
- welcome suggestions on how we can improve our service

