



Our commitment to you

At BiP Solutions, we are committed to providing a quality service to you through every aspect of our operation

We strive to not only satisfy but exceed your expectations.

This will be achieved through the ceaseless appreciation of your needs, a commitment to continuous investment in our products and services, and the constant development of our employees' skills and expertise.

We endeavour to use plain English to explain technical or legislative terms and will review this Charter at least once every year in order to ensure its ongoing effectiveness.

As part of our company Values, we will treat you with integrity and respect and seek to:

- Provide excellent standards of service every time you contact us
- Continually improve our service and welcome all customer feedback
- Ensure you are satisfied with the service received and measure satisfaction levels on an annual basis
- Deal with any complaints promptly, openly and fairly



Our standards of service

As part of our commitment to service excellence, you can expect the following:

- Our main offices and telephone helpdesks will be open from 8.30am - 5.30pm Monday to Friday, except for public holidays.
- Your calls will be answered promptly and courteously within 15 seconds and our staff will identify themselves by name.
- If the person you want to speak to is unavailable, you can leave a message and you will be advised of their email address as an alternate means of contacting them.
- Your call will be returned by an appropriate member of staff within one working day, unless we explain otherwise during your call.
- You can contact us outside normal office hours by leaving a message and your call will be returned during the next working day. Alternatively, you can send an email to customerservices@bipsolutions.com
- A written response to your correspondence will be sent within two working days.
- If we need more time to prepare a response, we will contact you within this timescale to let you know when you will receive a full reply. (This does not apply to circulars and commercial canvassing letters.)
- If we have an appointment with you, we will make every effort to arrive on time. If we are unavoidably delayed, we will do our best to inform you of the delay and the expected time of arrival. If we have to cancel a visit, we will inform you immediately and arrange an alternative appointment at a mutually convenient time.
- We will allow you to pay your invoice within 30 days



Your feedback

We welcome feedback on every aspect of our business. We also welcome your comments on our standards of service and your views on how we are performing against them. Your feedback will help drive and sustain a process of continuous improvement in our service quality.

We provide a number of channels for feedback::

- Via email: customerservices@bipsolutions.com
- Via the feedback form available at: www.bipsolutions.com/contactform.html and our various portals
- In writing: FREEPOST BiP (no stamp required for this address)
- Telephone: 0141 332 8247 (press option 2 for customer services)
- Customer Surveys
- Interaction with any member of staff



Help us help you

Our staff are dedicated to providing the best possible customer service and to ensure we get things right first time. However, things can go wrong. When they do, we want to know so that we can put them right as quickly as possible, avoid repeating our mistakes and make any necessary improvements.

We hope that you will never have reason to complain about any aspect of our service. However, if there is something you are not happy with, and you wish to make a formal complaint, please:

- Email custrelations@bipsolutions.com
- Include your full contact details
- Include the word "formal complaint" in the subject line.

These complaints will be logged and you can expect a response within two working days.

Gillian Cameron,
Director, Customer Services
November 2011