

First City Telecom & Hosting - Customer Charter

First City is committed to high standards of service and to delivering effective and efficient services. Whilst we may not always be able to satisfy each and every one of our customers, we will work to an agreed set of standards as set out in this Customer Charter.

Communication

- We will respond to your written or email enquiry within two working days of receipt and will advise you if this is not possible.
- We will respond to telephone voicemail messages within two working days.
- We will deal with enquiries in a helpful and courteous manner but will not accept abuse, threats or aggressive language.
- We will communicate in a clear way avoiding jargon where possible and provide clarity in our responses.

Our Staff

- Will be of a smart and professional appearance.
- Will display ID cards when visiting customers.
- Will represent First City in a positive and effective manner.
- Will aim to be punctual and, when unable to maintain an appointment, will inform the customer giving as much notice as possible.

Our Services

- We will treat all customers equally.
- We will listen to all of our customers and take on board their views.
- We will use a variety of methods to consult and obtain feedback from customers and publish the results.
- Our services will be as accessible as possible.
- We will aim to accommodate customers with special needs.
- We will pursue a 'continuous improvement' approach to service delivery.
- We will clearly advertise our office opening hours.
- We will operate and publicise a complaints procedure.

Comments? Questions? Please let us know...

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