



CLIENT & CUSTOMER CARE POLICY

Rundle & Co Ltd is committed to meeting and exceeding our customer care standards and providing our clients with the best quality service. Our standards set out clearly how you can expect to be treated when you contact us.

POLICY STATEMENT

We will consult our clients about their needs, aim to exceed their expectations and continuously increase satisfaction levels, so that they may have complete confidence in the service that we provide.

We will treat members of the public we meet with respect and provide clear communication to them at all times, and will recognise different needs of the communities in which we work.

We aim to be recognised as the most professional, efficient and courteous supplier of bailiff services to Local Authorities in the United Kingdom.

Client Management

The service provided by Rundle and Co Ltd will be tailored to each individual Client's requirements. A fully integrated and targeted recovery system will be devised to ensure the most cost-effective and efficient course of action is taken.

We aim to:

- Provide a professional and reliable service with an emphasis on working in partnership with our Clients
- Monitor our performance against clearly defined standards and targets with the aim of achieving continual improvement
- Respond effectively to complaints and use this feedback to secure continuous improvements in our service
- Ensure our service supports our Clients' attempts to meet with 'best-value' requirements
- Ensure we deliver what we say we will

Methods of Communication

To ensure that the service we provide is of the highest quality, we have carried out a comprehensive review of the method by which information is transferred. We operate a system that maximises efficiency by increasing response times and thus reducing delays, enabling us to act promptly if required by the Client.

Contact by Telephone

Rundle and Co Ltd's Customer Contact Centre is open from 8am to 6pm Monday to Friday and Saturday 8am to 12pm to deal with calls from our Clients. All calls will be answered within 10 seconds.

Each Client is supplied with a unique local rate telephone number giving them direct access to our Client Team. The latest multimedia routing is used to distribute the calls to the relevant operatives assigned to a specific Client. In the event of any unusual queries, telephone access is available to Senior Management.

Mobile Phones

To ensure that all bailiffs are easily contactable they are supplied with mobile phones. Each Client is supplied with the numbers of the relevant personnel operating in their area enabling them to issue immediate instructions, or to consult the bailiff in the event of a query arising.

Handheld Computer

All bailiffs are issued with a handheld computer (PDA or IPOD). Client instructions are received into our main bailiff system and then allocated to a bailiff familiar with that geographical location.

The introduction of the Handheld has allowed our bailiffs to respond immediately to any instructions issued by the Client or Rundles. The Handheld enables the bailiff to view at a glance the debtor case in detail, to record personal information relating to each debtor, make payment arrangements, put cases on hold, refer cases back to the Client, etc.

Clients are able to contact the bailiff direct to instruct accordingly, all information will be recorded and re-directed to the main computer system.

Fax/Post Enquiries

A dedicated fax line is provided to Clients, which connects them directly to a team of experienced administrators. All correspondence is promptly forwarded to the appropriate department to action, and if a written reply is required, this is sent within 1 working day (or 1 hour for faxed enquiries). If it is not possible to reply to a query within 1 working day, an interim reply will be sent detailing when a full reply can be given.

If the correspondence relates to a complaint, it will be handled separately under Rundle's formal complaints procedure. If the correspondence is from a Client, and relates to contract performance, the Client Manager will be informed immediately and assume responsibility for taking the necessary action.

Contact at a Rundle and Co Ltd Office

For the convenience of Clients, Rundle and Co Ltd have offices in Kent, Gloucestershire, Leicestershire and Lancashire, which are open from 8.30am to 5.30pm. All Clients are welcome to visit our premises, to review the quality of our service and observe our operational procedures.

On-line link

We will provide each Client with access and training to enable them to view and amend their records in real time on-line. This will enable the Client to obtain the

latest information on debtor cases and view specific instructions relating to arrangements, payments received, and any correspondence between Rundle and Co Ltd and the debtor.

Client Manager

Rundle and Co Ltd appoints a Client Manager for each Client to oversee the performance of the contract. The Client Manager is responsible for ensuring that all cases received, are carried out in accordance with the Client's specific requirements.

They are also the first point of contact for the Client in the event of any query and they are available to visit the Client's offices whenever required and will provide the Client with regular statistics and reports to help monitor our performance. We encourage our Client Manager to develop a good working relationship with our Clients.

Client Team

We will also provide the Client with dedicated Client Team, which is responsible for answering the Client lines and providing the Client with a response to any queries. The Client team is also available to respond to faxed, written or emailed enquiries.

Bailiffs

Rundle and Co Ltd is keen for its bailiffs to establish a successful working relationship with the Client and its staff. Thus, we encourage them to visit the Client so that further understanding is imparted concerning the Clients' priorities and preferred methods of operation.

Customer Care

Rundle and Co Ltd is committed to providing a service, which will enable debtors to discharge, their debt quickly and easily without incurring undue cost.

Charter of Customer Care

We aim to:

- Be fair, responsive and courteous when dealing with a debtor
- Encourage debtors in financial difficulties to obtain guidance from a debt advisory organisation and respond sympathetically to their difficulties
- Examine our recovery procedures to ensure that they conform to the highest ethical standards
- Work in accordance with all relevant legislation and any anti-poverty/customer care strategies
- Respond effectively to complaints and use this feedback to secure continuous improvements in our service

METHODS OF COMMUNICATION**Telephone Contact**

Rundle and Co Ltd upholds a number of clear standards that form part of our quality commitment. These demonstrate to the debtor that calls will be handled quickly and efficiently.

The Customer Care Team will address all callers in a polite and professional manner, and will at all times endeavour to keep call times to a minimum, whilst ensuring that the caller is satisfied with the service received.

Public calls will be taken from 8am to 6pm Monday to Friday and Saturday 8am to 12pm. All calls will be answered **within 20 seconds**.

All complaints received will be passed immediately to a supervisor, and handled in accordance with Rundle's standard complaints procedure, which ensures appropriate measures are taken to resolve the complaint and ensure that it does not reoccur.

Mobile Phones

The mobile number of the bailiff dealing with the debtor's case will be highlighted on any documentation sent or left at the debtor's premises.

Fax/Post/Email Enquiries

Rundle and Co Ltd will ensure that any faxed, written or emailed correspondence from the debtor will receive prompt attention and will be forwarded to the appropriate department. All payments received in the post will be receipted immediately.

If the correspondence relates to a complaint, it will be handled separately under the company's formal complaints procedure.

If a written reply is required, Rundle and Co Ltd will provide this within 2 working days or if this is not possible, we will forward an interim reply.

Contact at a Rundle and Co Ltd Office

Rundle and Co Ltd has offices situated in Kent, Gloucestershire, the Midlands and the North. All offices are open from 8am to 6pm Monday to Friday to receive payments from debtors.

- All staff will be courteous and polite to all visitors, and will attend to them within 5 minutes of their arrival
- Seating and access for the disabled is provided

Interview rooms are available for customers wishing to discuss their circumstances in private.