



The TRG Group - Customer Care Policy

June 2006

Policy Statement

The TRG Group (hereinafter referred to as TRG) aims to set clear standards of service and to regularly review and improve performance. Our resources will be used effectively and efficiently in order to provide the highest standard of service to all stakeholders.

TRG will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential users of TRG's services will be consulted with, and their views will be used to continually improve the service provided.

Six Standards for Customer Care:

1. Responding to correspondence

TRG will answer all correspondence - including letters, faxes and emails – in a fast and clear manner.

2. Appointments

TRG staff will see people punctually when an appointment has been made at its office or other location. If no appointment has been made, TRG staff will endeavour to see people as promptly as is reasonably possible.

3. Answering telephone calls

Each department will answer telephone calls in a fast and helpful manner.

4. Information

TRG will provide clear and straightforward information about its services and those of related providers to help customers find the information needed.

5. Complaints procedures

TRG will publicise a complaints procedure for the service it provides, and promptly deal with any complaints received.

6. Access of services to all

TRG will do everything that is reasonably possible to make its services available to everyone, including people with special needs.