



Customer Care Policy

Exceeding the Industry's current practice...

We recognise that long term repeat business relationships with our Customers are fundamental the continued success of PDR Construction Ltd.

Understanding our Customers is the key to a profitable business.

We will manage our customers' expectations to give them what they require.

Our aim is for our customers to value the service we provide as highly as we value their business.

Understand the priorities of the customer.

Deliver a level of service to satisfy our customers in the context of a proper commercial understanding.

Independently measure the customers' satisfaction with our service.

Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.

Respond to the feedback to provide an improved level of service.

In addition we believe that a customer's image can be further enhanced by selecting a contractor who recognises the importance of this issue and is committed to ensuring that excellent care is provided.

As our ultimate customer, we recognise that a major benefit to our client is to be provided with a project construction period free from third party complaints.

It becomes incumbent upon PDR Construction Ltd to ensure this happens.

At PDR we are committed to providing a level of care that exceeds industry current practice.

Paul Dransfield

Managing Director