

OUR CLIENT PROMISE PHILOSOPHY

At Classgrade Ltd, we are dedicated to delivering an exceptional quality service to our clients.

Our philosophy focuses on providing unique and tailor-made solutions, which in most cases exceed our client's expectations.

Continuous Appraisal & Communication – An Open Approach

The Key to our success lies in our open approach with Clients and Business partners.

From the very start of a project, we involve our Clients in a process of continuous consultation and assessment of their needs. This enables a constant improvement practice during the course of the project, thereby ensuring our client's satisfaction, by building a service around our Client's expectations.

This open communication approach is extended to all our business partners in the delivery chain, including our Suppliers and Sub-Contractors, resulting in a very smooth and efficient delivery process.

KEY POINTS IN CLIENT FOCUS PHILOSOPHY:

- ✓ Careful attention to our Client's project requirements
- ✓ Producing unique and bespoke schemes to achieve our Client's goal & desires
- ✓ Provide Clients with effective and innovative solutions to their problems
- ✓ Continuous appraisal and communication with our Clients
- ✓ Allow the Client to shape the services we provide
- ✓ Develop our services around our Client's expectations
- ✓ Respond to communications and queries promptly
- ✓ Protect and provide a suitable environment
- ✓ Give contact names, telephone numbers and emergency details
- ✓ Adopt a partnering ethos
- ✓ Rapid complaints procedure
- ✓ Be realistic in what we can deliver
- ✓ Continually train our staff
- ✓ Minimise disruption to Clients and third parties during our delivery process
- ✓ Comply with Building Regulation
- ✓ Seek Continuous improvements