



Hawksley and Sons Ltd

25 Marlborough Road, Lancing
Sussex, BN15 8TN, UK

enquiries@hawksley.co.uk

T +44 (0) 1903 752815

F +44 (0) 1903 766050

www.hawksley.co.uk

Director

Maurice Gale

Established 1869

Reg. No. 1503795

Customer Care Policy

Hawksley & Sons Ltd.

Hawksley & Sons passionate and friendly employees strive to put customers first. Presenting a respectful, efficient and confidential approach to dealing with all clients.

Customer care

- Employees will aim to present respectful, sensitive and equal treatment when responding to customer needs.
- Responding to requests, enquiries and concerns efficiently and promptly. In addition to accepting and implementing feedback to develop the teams' expertise and skills
- To comply with the General Data Protection Regulation, any personal or confidential information is to be stored securely to prevent any possible dissemination and can be accessible to the individual for review and/or editing purposes.
- Provide good terms within accepting [returns](#) and warranty.

Communication

- Hawksley & Sons aim to return phone calls and emails as soon as possible. Due to the team being small, there may be delays in responding immediately. Where possible, we will try to communicate and inform clients of any new deadlines.

Consistency

- Hawksley & Sons will continually ensure that there is only high-quality customer service, with our policies to be annually reviewed to meet business and customer needs. We will ensure that we integrate the best current practices, work with our supply chain partners and become increasingly rigorous in our due diligence processes.
- We believe in mutual respect and do not tolerate any abuse towards staff members. If inappropriate behaviour towards an employee is reported, clients will be dealt with in the most suitable and politely manner.

