

CUSTOMER SERVICE POLICY

Leviatan Design puts the Client at the top of its agenda. This customer service policy determines what this commitment means in practice, what our Clients can expect from us and what we expect from our Clients.

Our customer service policy clearly underlines the Company's commitment to provide excellent services that enhance life quality. And the key to achieving that mission is a solid and reliable relationship with our Clients.

Different sectors will have different Clients but it is important that each are treated to the same high quality response. This policy and the standards within it apply to everyone.

Why have a policy?

Clients that interact with Leviatan Design have an expectation of the services we provide. It is important that you know what to expect from us in terms of service so that you can measure whether we are successful or not. For us, it is important that all of our staff understand and deliver the same high quality service irrespective of the sector or area that they work within.

Our Customer Charter

Leviatan Design aims at being an organization that puts the needs of the customer first. Our staff are committed to providing a responsive and professional service.

We promise to:

- ▶ Act in a professional manner and be respectful at all times
- ▶ Deal with your enquiry promptly or explain the reason for any delay
- ▶ Listen to you and ask for your opinions
- ▶ Keep our promises
- ▶ Be transparent and truthful and explain our decisions
- ▶ Apologize when we make a mistake and put things right
- ▶ Accept your right to complain and guarantee a full investigation and considered response
- ▶ Treat you and your data with respect

We would like you to:

- ▶ Give us the information we need to help you
- ▶ Treat all our employees appropriately and with respect
- ▶ Help us to improve by giving us your views, suggestions and feedback

If we don't do as we say in this charter, please tell us.

Our customer standards

We aim to:

- ▶ Always answer the phone within working days
- ▶ Return your call within one working day if you have left us a message
- ▶ See you within 1 working day of an appointment time, but if we can't we will explain why and let you know when you can be seen
- ▶ If your query can't be resolved within 5 days we will contact you to explain why and give you precise timescales
- ▶ Acknowledge emails sent to contact@leviatan.ro within 48 hours and respond fully within 2 working days
- ▶ Respond to complaints within 10 working days

Other commitments:

- ▶ Resolve your query at the first point of contact or provide you with the details of who can help, together with timescales
- ▶ Communicate in plain language
- ▶ Respect your privacy by treating with confidence all your data
- ▶ Have **well-trained** and **confident** staff that have the skills and knowledge **to do the job**

How will we monitor this policy?

We will:

- ▶ Make it easy for you to make a complaint, comment or suggestion
- ▶ Monitor complaints to ensure we learn from our mistakes
- ▶ Monitor our performance against these standards and policy
- ▶ Train and support our staff in providing better customer service
- ▶ Use customer surveys to regularly gather customer feedback