

Customer Care Policy

Our customers are important to us and Imagine Construction Services Ltd is committed to working closely with them through building alliances and working in an open and honest way.

Imagine Construction Services Ltd provides the highest level of commitment to Customer Care as we recognise that long term repeat business is fundamental to the ongoing success of the business.

We consider fully understanding our customer's requirements and the stakeholder expectation in any specific project is key to delivering a sustainable business. Our aim is for our customers to value the service we provide as highly as we value their business.

To achieve this Imagine Construction Services Ltd will:

- Seek to understand the customer's priorities, know what is expected of us and communicate this clearly in all projects
- Embed a customer care strategy within the business which will include:
 - What the essential business drivers are for the customer and stakeholders
 - Key elements of customer facing and stakeholder communications requirement
 - Deliver a high level of service in keeping with the commercial status of the contract
- Respond to feedback in order to continuously improve on level of service fulfilling the commitment of customer care is underpinned by our business system procedures