



## CUSTOMER SERVICE POLICY

LOOS FOR DOs is committed to providing a high-quality service to our clients at all times. If something doesn't go to plan, we will act quickly to resolve the situation.

It is the policy of LOOS FOR DOs Ltd to provide and deliver consistent, high-quality products and services on time and to meet or exceed specified customer requirements while meeting its obligations to statutory and regulatory requirements. In addition, the company strives for continual improvement based upon strategic direction, reliable business processes, best practices, and customer feedback.

All staff are made aware of the aims and objectives of the company and associated procedures and are expected to adhere to the company's requirements. Our staff will exhibit the following behaviours:

- Professionalism
- Friendly customer service skills
- Outstanding knowledge of our products and services

We at LOOS FOR DOs will return phone calls and respond to emails within a 24-hour timeframe. Where we are unable to meet this, we will inform you as soon as possible.

LOOS FOR DOs communicates its Customer Service Policy to all staff through notice boards, staff induction and training. It is available to all interested parties through the company website and is readily available on request.

**This statement represents our commitment, on behalf of LOOS FOR DOs Ltd, to the Customer Service Policy.**

A handwritten signature in black ink, appearing to read "Nicky Warner", written over a horizontal line.

Nicky Warner, Director LOOS FOR DOs

DATE: 10/01/2023