CUSTOMER CARE POLICY

Baxall Construction's principle is to remain customer centred and involve clients, end users and the local community in the design, specification, and delivery of services.

Our approach to service delivery is to proactively seek the views, opinions, ideas, and suggestions from customers on all aspects of service design delivery and improvement.

Our policies and procedures are designed to give practical effect in providing customers with real influence and control and form an integral part of our approach to continuous improvement.

Our Vision

Through understanding our clients' real and perceived business needs and serving them better than anyone else, we will deliver an exceptional client experience.

This will be achieved by continuing to forge long-term relationships with customers who recognise service, quality and added value. Positively and proactively committed to partnering, innovation and best practice, we offer a complete integrated service to customers, understanding their changing needs and adapting appropriately to deliver continuous improvement and excellence.

Our Aims

To provide our customers with more choice, convenience, influence, and control over the way services are designed, delivered, monitored and continuously improved.

Opening a Dialogue

Baxall Construction will take every opportunity to establish effective two-way communication with customers. Our aims are to provide a personalised approach that reaches across all sections of the South East diverse community. We will promote an open dialogue between all those impacted by our activities throughout the design and construction process.

Complaints

Baxall's complaints and non-compliance, product and service failure procedures form an integral part of our ISO 9001:2008 Quality Management System. The primary objective of the procedure is for all complaints/non-conformities to be investigated and resolved in the shortest possible time and for feedback/monitoring and review procedures to help ensure that the situation and circumstances that led to the complaint/non-compliance are eliminated or mitigated to help ensure no repetition.

We will advise all clients and end-users at pre-works stage of our Complaints Procedure and how they can approach us to highlight when things are not quite going right. All complaints received will be logged, acknowledged, and rectified swiftly and within the timescales detailed in our Quality Procedures Manual. The timescales for remediation will depend upon the nature of the complaint, the findings of the investigations and the appropriate course of action to resolve. Upon resolution, the complainant will be contacted out of courtesy to advise of any improvements since made.

Learning from Complaints

The company Complaints Log will be reviewed on a regular basis by the Managing Director and at Board Level where any trends or reoccurrences will be identified and reviewed. Where deemed appropriate, changes shall be made either to working procedures, training, or products.

The data from all complaints received will be used internally as a Key Performance Indicator to establish how Baxall are performing and how things can be improved.

Customer Feedback

Customer feedback is welcomed and encouraged throughout the construction process. At operational level, we will discuss and review performance during Contract Review Meetings alongside our clients, stakeholders, and delivery teams. Upon completion of our contracts, clients will be invited to complete a confidential questionnaire assessing our performance against given Key Performance Indicators (KPIs). This information will be analysed and used constructively to progress continuous improvement across the company.

Baxall operate an Integrated Management System (IMS) that addresses the requirements of ISO 45001/9001/45001/19650/20400 and covers all Baxall activities.

Malcolm Clarke
Managing Director

Dated: 1st August 2025