swiftfox

Customer Support Standards & Processes Policy

Corporate Governance & Compliance Policies

Customer Support Department
Swiftfox, Wyldecrest House,
London Road, Grays, England,
RM20 3AT

E: support@swiftfox.co.uk
T: 0333 880 9760
W: swiftfox.co.uk

1. Policy Statement

Swiftfox is committed to providing exceptional customer support. This policy outlines our standards and processes to ensure consistent, high-quality, and responsive service to all our customers.

2. Standards of Customer Support

- Professionalism: All customer support interactions will be conducted with professionalism, courtesy, and respect.
- Efficiency: Queries and issues will be addressed promptly and effectively.
- Accuracy: Information provided will be accurate and up-to-date.
- Clarity: Communication will be clear and understandable, avoiding technical jargon.
- Confidentiality: Customer information will be handled with strict confidentiality.

3. Support Channels

Swiftfox provides customer support through the following channels:

Email: support@swiftfox.co.uk
Phone: 0333 880 9760
Online Chat: Available on the Swiftfox website

4. Response Times

- Email inquiries will be responded to within 24 hours.
- Phone calls will be answered within three rings.
- Online chats will be responded to in real-time during business hours.

5. Escalation Procedure

- If a customer's issue cannot be resolved at the first point of contact, it will be escalated to a senior team member or specialized department.
- Customers will be kept informed throughout the resolution process.

6. Training and Development

- Staff will receive regular training on customer support skills and product knowledge.
- Ongoing development programs will be in place to continuously improve service quality.

7. Monitoring and Feedback

- Customer interactions will be periodically monitored for quality assurance.
- Feedback from customers will be actively solicited and used for service improvement.

8. Complaints Handling

- Complaints will be addressed in accordance with Swiftfox's Complaints Handling Policy.
- All complaints will be taken seriously and dealt with in a timely and fair manner.

9. Continuous Improvement

- The customer support process will be regularly reviewed and updated based on customer feedback and evolving business needs.

10. Policy Review

- This policy will be reviewed annually to ensure it remains relevant and effective.