



Grievance Policy

Our success depends on continually meeting the needs and exceeding the expectations of our customers in order to achieve our target of delivering a consistently excellent customer experience.

Inspired by direct feed-back through ongoing customer service review and monitoring of clearly defined KPI, we strive to maintain the highest standards of customer service, from initial contact we provide advice and recommend proven solutions. Our trained and experienced consultants backed by our West Country branch network utilise in house training resources and formal compliance routines to fulfil client requirements. At Backline, we are all actively involved in delivering quality. We recognise that we all have customers whether it is those who buy our services, those inside the company who rely on the work we do, or our suppliers who provide us with the materials and services that we need.

An important part of our quality performance is our commitment to establish and implement a quality management system in all areas of the company. We are committed to continually improving the effectiveness of this quality management system..

We understand that customer expectations are continually changing, we intend to continually improve the quality of everything we do and to use and invest our resources effectively to deliver an excellent customer experience whilst maximising our internal efficiency and cost effectiveness.

This quality policy will be communicated throughout all functions and levels of the organisation and, where requested, made freely available to all customers, Backline staff and suppliers.