

Pronto Plumber

PRONTO PLUMBER CUSTOMER CHARTER

This customer charter aims to ensure our customers are completely confident that for any plumbing and heating project they will get the very best local solution. We will always provide excellent plumbing skills and customer service.

We are Corgi and Gas Safe Registered and also Trading Standards Approved - the result of rigorous testing by the Trading Standards department of our systems, procedures and quality of workmanship.

All our plumbers are chosen and retained for their high standards of work, customer service and professionalism. We aim to build a long-term relationship with you and this can only be achieved through providing outstanding value, quality workmanship, independent advice and a complete after sales service.

David Lambert, the head of the business, completed a full apprenticeship with a local company before setting up his own business and now holds over 11 different plumbing, heating and business qualifications. He continues to be the driving force behind the company's vision.

Our Commitment To You - Our Client – From Our Whole Team

You will receive friendly, courteous and awesome service. You will always be respected, never taken for granted, and we will always honour our commitments to you absolutely.

You will always be able to seek our help whatever your plumbing and heating needs. All of our customers are always treated equally.

We always strive to improve and your feedback is critical to our continued innovation and improvement. We always look forward to your ideas, comments and suggestions.

The way we communicate with you is important at all times. We will acknowledge any communication you have with us and will always keep you informed of progress. Unlimited telephone and email support is there when you need it

We will be honest, truthful, "up-front" and open with you at all times. We expect you'll be like that too.

Our team have the authority to make decisions for your best interest after consultation with you, without the need for continued referral to our office.

Our Commitment To You - Our Client – From Our Service Engineers When On Site At Your Property

They will make effective communication and introduce themselves to you.

They will always park considerately outside your property.

They will always use dustsheets and protection for your floors and furniture.

They will vacuum and tidy at the end of the day as required.

They won't cause excess noise, use bad language, or be untidy as they work.

They will ensure that their safety footwear is clean.

They will not smoke in or on your property.

They will be professional at all times.

Our Overall Commitment To You - Our Client

Our services will always be of very high value, quality and will give you complete peace of mind. However they will rarely, if ever, be the cheapest on the market.

Our Guarantee To You – Our Client

We guarantee there will be no dust and no mess, or there will be no charge.

We guarantee there will be no damage to your property, or there will be no charge.

We guarantee to give outstanding service and to be polite and professional at all times, or there will be no charge.

We guarantee you will only be asked to pay what has clearly been agreed in advance with you.

We provide as standard a 13 month guarantee on all our plumbing work and a 24 month labour only guarantee on all larger project jobs

And finally – how we ensure you are satisfied with our work

1: In order to ensure you are completely happy with the work carried out at your home, we ask you to sign our engineer's job sheet when the work has been completed. This shows precisely the time and materials used on the job so you can be sure we only charge for what has been provided and what has been agreed in advance by you. If you are not happy with our work, please let us know at that point.

Part 2: We pride ourselves on having very few complaints and promptly resolving any concerns you have. If for any reason you are not happy with any aspect of the job once our engineer has left your home, please call the office directly on 01234 871828. We will always listen sympathetically to your concerns and arrange to pay a visit to the site if you prefer. Any work that may be needed to ensure the job is finished to your satisfaction will be agreed and completed as quickly as possible.

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.....Your natural choice for a professional plumbing service