

# OUR CUSTOMER PROMISE

“Delivering quality, expertise and a first class service to each and every customer”

We PROMISE that we will deliver:

## COMMUNICATION:

- ✔ A website that is easy to use and jargon-free to provide you with a positive customer experience.
- ✔ A dedicated customer service team who can offer you advice and guidance as well as answer your search queries.
- ✔ Knowledgeable and professional Client Account Executives, supporting and visiting our regular clients.

## VALUE:

- ✔ Competitive pricing and value-for-money packages.
- ✔ Updates on the latest products and special offers to ensure the best deals possible.
- ✔ Fair and transparent cancellation and refund policies, so there are no hidden surprises.
- ✔ A programme of free CPD seminars to help provide you with a greater understanding of our products, current legislation and the water industry as a whole.

## QUALITY:

- ✔ High quality products, supported by clear documentation and guidance, delivered on time, never substituting speed for quality.
- ✔ Effective customer service, handling all queries or complaints promptly and appropriately, with proper investigation and a full response.
- ✔ New and innovative products and services to keep you up to date with the latest developments in the marketplace.

## ASSURANCE:

- ✔ On-going investment into our systems to ensure you have access whenever you need it, to an easy-to-use system that does what you need it to do.
- ✔ Peace of mind that we will;
  - ✔ be compliant with relevant legislation and regulation;
  - ✔ maintain robust quality management systems;
  - ✔ safeguard your data, with robust processes to protect your information.



**GEODESYS**  
Land and property information