

Customer Commitment Policy

Updated: 12th December 2023

It is critical to us that we get things right. We've developed our Customer Commitment Policy to reflect our shared company values. These established values outline the basic principles for collaborating with our customers, and include: Innovation, Creativity, Integrity, Teamwork, and Sustainability. Our Customer Commitment Policy outlines clear expectations in support of the customers that we serve. It applies to all staff, supplier partners, contractors and others acting on behalf of Whitespace Group.

1. We are customer-centric. As a customer, your concerns are taken with the utmost seriousness, with the right sense of urgency and attention. This means listening closely, taking detailed notes and understanding the issues in detail before acting. Customer service issues that we cannot resolve in an appropriate amount of time will be escalated to a supervisor for resolution in a timely manner.
2. We accept your feedback as an opportunity to improve our processes and impress you. Instead of reactive responses, we've committed ourselves to resolving your specific issues with urgency and to your complete satisfaction.
3. We provide honest responses, and do not make commitments that we cannot keep. We conduct ourselves with integrity. We will deliberate carefully before making commitments or promises, because we understand nothing disappoints customers more than a broken one.
4. We are committed to addressing your unique requirements with optimal solutions. We make sure you have all the information you need to get the best experience and value from our partnership. To give you the best experience we will inform you of our unique approaches, customer support systems, feedback channels, and other important avenues for maximising your experience with us.
5. We treat all information received from you as confidential and for the purpose of benefiting our partnership.