



# CUSTOMER COMMUNICATION CHARTER



**HARROW GREEN GLOBAL MOVING SOLUTIONS RECOGNISES THE VITAL IMPORTANCE OF CUSTOMER COMMUNICATION THROUGHOUT THE MOVING PROCESS. THE GLOBAL MOVING PROCESS MANUAL DESCRIBES ACCEPTED BEST PRACTICE IN THIS REGARD AND, WHERE APPLICABLE, ADDRESSES FIDI/FAIMISO REQUIREMENTS.**

## **WE HAVE COMMITTED TO THE FOLLOWING:**

### **ENQUIRY RECEIPT**

- Customer enquiries will be acknowledged by the move manager within 24 working hours (same day wherever possible).
- Customers requiring pre-move surveys will be contacted within 24 working hours of enquiry receipt. The survey will be arranged for a mutually convenient date and time allowing for arrival within a 30 minute 'window'.

### **PRE - MOVE SURVEY**

- Survey arrangements will be confirmed to customers by letter or email. Reference will be made to any additional information to be supplied at this stage or at the time of survey.
- The moving consultant will contact the customer prior to the survey (normally earlier in the day) to confirm final arrangements, timing and address any further customer concerns at that stage.
- The moving consultant will provide all customers with relevant information regarding their move, destination, transit times and insurance arrangements

### **QUOTATION PROVISION**

- Following the survey, quotations will be prepared by the move manager and forwarded within two working days if at all possible unless otherwise agreed with the customer. Quotations will be submitted via email or post as agreed.
- Quotations will confirm estimate of price for the removal and insurance rate applicable.

### **MOVE PLAN**

- Further communication with customers, including follow up of quotations, will be recorded on the move management tracking system.
- Acceptance of quotations will be acknowledged within 24 working hours.
- Once the move is arranged the move plan will be advised to the customer in writing.
- Customers will be contacted on the working day before the move to re-confirm arrangements and advise crew details and more definite arrival times.
- On the move day, should any scheduled activity be delayed for any reason the move manager will notify this delay to our customers.
- Customers will be contacted on the first and last days of collection to confirm service satisfaction. Any concerns that may have arisen during the move process will be addressed.
- The packing inventory will be signed by the team leader and the customer to confirm items collected. A copy of this inventory will be retained by the customer.
- Customers will be requested to complete a customer satisfaction report on the move day.
- Shipping and forwarding information will be sent to destination partners prior to shipment. Documents sent to agents will include a delivery performance report which the destination partner must arrange to be completed by the customer upon delivery.

### **POST MOVE**

- Customers will be contacted after the move to confirm satisfaction and address any final concerns.
- Invoices from agents will not be settled unless accompanied by a completed delivery performance report.