

## The Contact Centre Team

### **Customer Service Policy – public facing ECCS Specific**

The European Consumer Centre for Services is an organisation committed to empowering customers with knowledge and advice in response to their specific enquiry. We do this by providing advice and information where appropriate and signposting to relevant agencies. Here at the European Consumer Centre for Services, we put the customer at the heart of everything that we do.

You can expect:

#### **Courtesy**

All staff of the European Consumer Centre for Services, receives regular customer service training. We will always offer assistance where we can and will do so in a friendly and professional manner.

#### **Impartiality**

All of our highly-skilled advisors will be able to advise you your enquiry and your next steps. We will ensure that you have the knowledge and information to take your enquiry forward. We will always handle enquiries with openness and fairness.

#### **Consistency**

As part of our ongoing commitment to provide excellent customer service, we will ensure that the service you receive is consistent. We constantly review our policies and procedures to ensure they are still relevant and keep up with customer demand.

#### **Consultation and Feedback**

We have an online customer satisfaction survey which is accessible here:

<https://www.surveymonkey.com/s/9G7R6MB> In addition to the online survey, we periodically contact consumers via telephone and letter to discuss their experiences with us. We use the information that we obtain to further enhance and improve our services.

#### **Complaint**

Here at the European Consumer Centre for Services,, we take complaints very seriously and we seek to obtain fair and prompt solutions to complaints made against us. In the event of a complaint, please see our complaints procedure.