

---

# DRIVING SERVICES UK LIMITED

---

## CUSTOMER CARE CHARTER



Driving Services UK Ltd  
The Old Barn  
Ledsham Village  
Ledsham  
Cheshire  
CH66 0NE

Tel: 0151-347-4500  
Fax:0151-347-4501  
e-mail: [safety@drivingservices.com](mailto:safety@drivingservices.com)  
[www.drivingservices.com](http://www.drivingservices.com)  
[www.drivingmonitor.com](http://www.drivingmonitor.com)

# DRIVING SERVICES UK LIMITED

## CUSTOMER CARE CHARTER

---

### INTRODUCTION

---

Interaction with our customers is of paramount importance to us. We realise that not all customers are the same and require varying levels of contact using a variety of methods. These interactions are all unique, but they all need to be carried out at the right time in the right way. We never underestimate the importance of effective customer service. It sets the tone for everything we do. It is not an "add-on" to service delivery, it is the very core of the excellent service we strive to deliver.

---

### OUR CUSTOMERS - OUR COMMITMENT

---

Driving Services are committed, for our new customers, to become and for our current customers, remain an excellent service provider and achieve excellence in all aspects of customer care.

We are committed to:

- Serve our customers quickly and efficiently
- Treat everyone fairly and courteously according to their needs
- Recognise the diversity in our service provision and ensure that all clients benefit from our services

Driving Services UK Ltd  
The Old Barn  
Ledsham Village  
Ledsham  
Cheshire  
CH66 0NE

Tel: 0151-347-4500  
Fax:0151-347-4501  
e-mail: [safety@drivingservices.com](mailto:safety@drivingservices.com)  
[www.drivingservices.com](http://www.drivingservices.com)  
[www.drivingmonitor.com](http://www.drivingmonitor.com)

- Consult with our clients, learn from their views and opinions and keep them informed about our standards, developments and achievements
- Monitor our achievements against our standards and publish the results
- Welcome comments and complaints and respond in an open, proactive and constructive way.

---

#### OUR CUSTOMERS - OUR STANDARDS

---

We have established a number of customer care standards, which cover the various ways in which our customers interact with Driving Services. When contacting us you can expect to receive the level of service set out below.

We aim to respond as quickly and efficiently as possible. We may, therefore, telephone or email you in response to a letter if this is acceptable.

#### Telephone calls

- We will answer all telephone calls within 8 seconds (3 rings)
- We will ensure that every caller has a positive experience
- We will endeavour to put you through to the right person

#### Letters

- We will acknowledge or reply to all letters within 5 working days

#### Emails

- We will acknowledge or reply to all emails on the day of receipt

#### Visitors

Driving Services UK Ltd  
The Old Barn  
Ledsham Village  
Ledsham  
Cheshire  
CH66 0NE

Tel: 0151-347-4500  
Fax:0151-347-4501  
e-mail: [safety@drivingservices.com](mailto:safety@drivingservices.com)  
[www.drivingservices.com](http://www.drivingservices.com)  
[www.drivingmonitor.com](http://www.drivingmonitor.com)

- Customers with an appointment will be seen at the appointed time

---

#### OUR CUSTOMERS - OUR PERFORMANCE

---

The customer care standards set out above are our commitment to our customers. We expect these standards to be met throughout the Company. We will monitor our performance against the standards set out in our IIP and Quality Procedures and use customer surveys to assess the performance and quality of our customer service. Results will be published every year together with an explanation of the monitoring systems and improvements to our procedures. This will demonstrate how our performance is improving and what customers can expect in the future.

---

#### OUR CUSTOMERS - COMPLAINTS

---

We accept that mistakes may be made and that we may occasionally fall below our service standards. In order to ensure that we are meeting and exceeding our customer care charter standards, we seek feedback from all of our clients. We also operate a formal complaints procedure. We welcome positive comments and complaints that provide us with feedback on our service standards, this will help us to focus on any area that may not be achieving the required standards.

---

#### OUR CUSTOMERS - OUR FUTURE

---

We are continually developing initiatives aimed at improving and extending our services and our customer care performance. Options under consideration include:

- Enabling customers to access more services via our website.
- The development of technical information through our extranet system
- An online course booking system
- Online access to road safety information

Driving Services UK Ltd  
The Old Barn  
Ledsham Village  
Ledsham  
Cheshire  
CH66 0NE

Tel: 0151-347-4500  
Fax:0151-347-4501  
e-mail: [safety@drivingservices.com](mailto:safety@drivingservices.com)  
[www.drivingservices.com](http://www.drivingservices.com)  
[www.drivingmonitor.com](http://www.drivingmonitor.com)