

CUSTOMER SERVICES POLICY

Policy Statement

Swift Office Cleaning Services Ltd is committed to delivering consistently high-quality office cleaning services and to continually improving our Quality Management System. Our objective is to achieve high levels of customer satisfaction, retain existing clients, and attract new business through reliable service delivery and responsive customer care.

We believe that excellent customer service begins with the positive, “can-do” attitude of our staff. This approach underpins the quality of our services and supports strong, long-term client relationships. Regular reviews by our management and operational teams ensure flexibility, consistency, and the ongoing effectiveness of our service delivery.

Our Commitment

To achieve and maintain high standards of customer service, we are committed to:

- Ensuring our customers’ requirements and expectations are fully understood, agreed, and clearly communicated
- Continually monitoring service delivery to ensure agreed standards are achieved and maintained
- Responding promptly and adapting to changing client needs to ensure service quality is maintained and, where possible, exceeded
- Providing a supportive working environment, appropriate resources, and competent personnel to deliver a high-quality service
- Regularly reviewing, monitoring, and measuring performance to identify opportunities for continual improvement and enhanced customer satisfaction

Monitoring and Review

This policy is reviewed regularly to ensure it remains effective, relevant, and aligned with organisational objectives and customer expectations. The Company is committed to continual improvement in customer service performance.

This policy has been approved and authorised by:

Name: John Williams

Position: Director

Date: 12th February 2026

Signature:



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