



CCTV Camera Europe Ltd  
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## Service Charter

The basis of this document is that the CCTV Camera Europe recognises the simple truths:

*That all business is based upon trust and goodwill.*

*That both providers of goods and services, and customers need to work together ethically and honestly for the benefit of all.*

### **Our commitment to you our customer**

We will always conduct business honestly, openly and fairly with you. We will respond to any question from you, our customer, quickly and efficiently and in language that is free from jargon. We are also committed to the Code of Practice as laid out by the Information Commissioner in the Data Protection Act 1998 [www.ico.gov.uk/upload/documents/library/data\\_protection/detailed\\_specialist\\_guides/cctv\\_code\\_of\\_practice.pdf](http://www.ico.gov.uk/upload/documents/library/data_protection/detailed_specialist_guides/cctv_code_of_practice.pdf)

### **What services we provide.**

CCTV Camera Europe specialise in the supply, installation and management of closed circuit television. Scheme management requires us to be available to respond to emergencies 24 hours per day on 365 days of the year. The emergency contact number is **07977 177775 / 07974780909**

On all contracts which specify installation of products purchased from CCTV Camera Europe, installation will be carried out to a workmanlike standard and comply with BS and NSI standards specified in the quotation.

### **Objectives of our Service**

CCTV Camera Europe provides, installs and manages CCTV schemes which primary use is the prevention and detection of crime. This also will help reduce the fear of crime. CCTV Camera Europe projects are designed to conform with all current legislation, with particular reference to the Data Protection Act and the Human Rights Act. Installations are audited for conformity by NSI (National Security Inspectorate)

### **What You Can Expect From Us**

We will not make promises we know that we cannot keep.

CCTV Camera Europe will arrive on site at time agreed. If, due to any unforeseen circumstances, we are going to be late, we will ensure the customer is informed.

CCTV Camera Europe will always present themselves and their vehicles clean and tidy manner. Works carried out when completed will always be left in a tidy condition.

All agents of CCTV Camera Europe will always be polite and courteous to the customer.

We will respond to all letters within 7 working days, or tell you if it is going to take longer. We will respond to e-mails within 1 working day, or tell you if it is going to take longer.

We will answer telephones within 7 rings.

We will be friendly, helpful and attentive. We will avoid jargon and explain technical terms.



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## **Faults or Breakdowns**

CCTV Camera Europe minimum response times are as set out below (Service Contacts may agree even faster response times)

CCTV Camera Europe will provide an engineer's telephone response to all service calls within one hour (during office hours).

CCTV Camera Europe will arrange a time to access the site, if necessary, responding to call-outs received before 10.00 am on the same working day and to call-outs received after 10.00 am on the next working day (if not beforehand).

CCTV Camera Europe will try to identify and fix the problem on site first time; if we can't, we'll advise you what the next step is and keep you informed of progress at all stages.

CCTV Camera Europe will replace standard equipment within three working days.

CCTV Camera Europe and its agents, when on site, will always present ID and we will conduct ourselves in a polite, professional and courteous manner at all times

## **Consultation, Compliments, Complaints and Suggestions**

We regularly consult customers to find out how satisfied they are with the level of service we provide and how we can improve. We also ask organisations we work with to tell us how we can improve our service.

If we are doing something wrong please tell us. This will allow us to review and rectify the situation as quickly as possible. We welcome comments and suggestions you may have about our service.

## **What to do if something goes wrong**

Despite our very best efforts, sometimes things do go wrong. We promise to deal with the problem quickly, effectively and courteously. If you want to make a complaint about the way we have done something, or if there is something we have failed to do, please let us know straight away. We will take every reasonable step to resolve the dispute, without delay, in a polite and honest manner.

In the event that, initially, the dispute cannot be settled to the satisfaction of both parties, CCTV Camera Europe will suggest approach by both parties to the expert and economical service offered by the Chartered Institute of Arbitrators and will undertake to be bound by their findings.

## **Warrantees**

The period and terms of all guarantees offered by the CCTV Camera Europe, will be accurately stated as an integral part of the Sales Presentation. All guarantees will be issued upon final payment in writing and will clearly indicate whether or not they are transferable. Maintenance instructions for all items installed will be provided with the guarantee.

In the event of claims made by the Customer under the guarantee, CCTV Camera Europe undertakes to make every effort to contact the Customer within 24 hours of the report being received. All service calls will be properly logged with full details, including dates and action taken. Remedial work will be carried out as promptly as possible, with minimum inconvenience to the Customer.

## **How to contact us**

- By telephone;
- By post
- Via the internet;
- In person;