



# Dumfries Timber Company

## Customer Service Charter

March 2018

### Who we are and what we do:

We are a locally owned builders merchant who operate mainly in the South West of Scotland and North of England supplying timber and general building materials to a variety of customers.

Dumfries Timber Company Ltd is made up of:

- **Ayrshire Building & Timber Supplies**
- **D & G Home Improvement Centre**
- **Dumfries Building Supplies**
- **Dumfries Timber Company**

Being a member of the National Buying Group consolidates the purchases of 84 independent merchants nationally, enabling members to compete as a national merchant and yet we are proud to be local, working and building relationships within the local community. We are accredited by:



### Our Values: Knowledge, Experience, Passion:

DTCG has established values which form the core of our organisational culture. They define the behaviours of all staff in the workplace and strongly influence all interactions with customers ensuring a consistent standard of service. Our customer service charter sets out the commitment to provide our customers with the service they can expect.

### We promise to:

- Deal with customers professionally, promptly and fairly
- Ensure that any complaints are handled equitably
- Hold comprehensive and quality stock
- Promote sustainable products and materials wherever appropriate
- Offer product advice from experienced teams
- Provide prompt deliveries
- Provide structured credit facilities
- Commit to the best standards of health and safety
- Minimise any adverse effects which our operations might have on surroundings and neighbours
- Minimise and recycle waste and manage waste disposal in a responsible manner

### Tell us what you think

Comments and suggestions from customers are very important in helping us improve. If you would like to get in touch regarding any aspect of our service level then please do not hesitate to contact us at [customerfeedback@dtcg.co.uk](mailto:customerfeedback@dtcg.co.uk)