



Customer Charter

April 2008

Our Customer Charter - our commitment to you

WE ARE THE ASSOCIATION FOR PROJECT SAFETY.

WE ARE COMMITTED TO SHAPING AND SHARING BEST PRACTICE IN CONSTRUCTION HEALTH AND SAFETY RISK MANAGEMENT.

WITH 5000 MEMBERS DRAWN FROM ALL OF THE CONSTRUCTION PROFESSIONS, WE ARE THE PREMIER MEMBERSHIP ORGANISATION FOCUSED ENTIRELY ON DEVELOPING THE DISCIPLINE OF CONSTRUCTION HEALTH AND SAFETY RISK MANAGEMENT IN THE BRITISH ISLES.

OUR AIM IS TO LIVE UP TO THE HIGHEST POSSIBLE STANDARDS IN OUR DEALINGS WITH ALL OUR STAKEHOLDERS, BEING OUR MEMBERS, POTENTIAL MEMBERS OUR MEMBERS' CLIENTS, THE CONSTRUCTION INDUSTRY AS A WHOLE OR GOVERNMENT AGENCIES.

THIS CUSTOMER CHARTER EXPLAINS OUR COMMITMENT TO OUR STAKEHOLDERS AND HOW YOU CAN GET IN TOUCH WITH US.

Our standards

ANSWERING TELEPHONE CALLS

WE AIM TO ANSWER 90% OF CALLS WITHIN 15 SECONDS DURING NORMAL WORKING HOURS (9AM TO 5PM, MONDAY TO THURSDAY, 9AM TO 4PM FRIDAY).

YOUR RIGHT TO KNOW

**WE AIM TO PROVIDE WRITTEN RESPONSES WITHIN 10 WORKING DAYS.
IF WE CANNOT DO THIS, WE WILL LET YOU KNOW WHEN YOU CAN EXPECT TO HEAR FROM US.**

Contact us

TO CONTACT US DIRECTLY BY PHONE, PLEASE USE THE FOLLOWING NUMBERS:

GENERAL ENQUIRIES (UK ONLY): 08456 121 290

ENQUIRIES (NON-UK): 0044 (0)131 3469 020

TO CONTACT US BY EMAIL PLEASE USE:

INFO@APS.ORG.UK.

TO CONTACT US DIRECTLY BY FAX PLEASE USE THE FOLLOWING NUMBERS:

GENERAL ENQUIRIES (UK ONLY): 08456 121 291

ENQUIRIES (NON-UK): 0044 (0)131 3469 029

TO WRITE TO US PLEASE USE:

THE ASSOCIATION FOR PROJECT SAFETY,

STANHOPE HOUSE,

12 STANHOPE PLACE,

EDINBURGH EH12 5HH

Our commitments to you

WE HAVE LISTENED TO THE VIEWS OF OUR MEMBERS TO DEVELOP PRINCIPLES BY WHICH WE PROVIDE SERVICES.

WE HAVE ALSO TRIED TO LEARN FROM OTHER ORGANISATIONS THAT HAVE A REPUTATION FOR PROVIDING GOOD SERVICE - WE WANT TO MAKE DOING BUSINESS WITH US A GOOD EXPERIENCE.

WE ARE ACCESSIBLE.

OUR MAIN OFFICE WORKING HOURS ARE FROM 9AM TO 5PM, MONDAY TO THURSDAY, 9AM TO 4PM FRIDAY.

INFORMATION ON OUR PRODUCTS AND SERVICES ARE AVAILABLE ON OUR WEB SITE AT APS.ORG.UK.

ACCESS TO DIRECTORIES OF FELLOWS, REGISTERED MEMBERS AND PRACTICES, AND CORPORATE MEMBERS ARE AVAILABLE IN THE CLIENTS' AREA OF THE WEB SITE.

WE ARE KNOWLEDGEABLE AND AUTHORITATIVE.

WE WILL ALWAYS TRY TO MAKE SURE THAT OUR STAFF ARE WELL INFORMED, RELIABLE AND CONFIDENT, AND THAT THE INFORMATION THEY GIVE YOU IS UP TO DATE.

WE ARE ACCOUNTABLE.

OUR STAFF WILL GIVE THEIR NAMES ON THE PHONE AND IN ALL LETTERS AND EMAIL MESSAGES.

WE ARE FAIR AND INCLUSIVE.

WE WILL ALWAYS TRY TO TREAT YOU FAIRLY AND CONSISTENTLY.

WE RECOGNISE THAT WE HAVE A WIDE RANGE OF STAKEHOLDERS WITH VARYING NEEDS AND WILL USE OUR BEST ENDEAVOURS TO MAKE SURE THAT NOTHING STANDS IN THE WAY OF EVERYONE RECEIVING THE SAME GOOD SERVICE.

WE ARE POLITE, SENSITIVE AND RESPECTFUL.

WE WANT TO FULLY UNDERSTAND YOUR NEEDS. OUR STAFF WILL BEHAVE IN A POLITE AND PROFESSIONAL WAY AND RESPECT YOUR RIGHTS. IN RETURN WE EXPECT OUR STAFF TO BE TREATED PROPERLY.

Making complaints or commendations

WE WELCOME YOUR FEEDBACK, WHETHER AS A COMPLAINT OR AS A COMMENDATION.

WE USE THIS INFORMATION TO IMPROVE HOW APS WORKS.

WE WANT TO HEAR FROM YOU TO FIND OUT HOW YOU FEEL ABOUT OUR WORK.

THIS WILL HELP US TO BETTER UNDERSTAND YOUR NEEDS AND CATER FOR YOU IN THE FUTURE IN THE BEST WAY POSSIBLE.

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**THE ASSOCIATION FOR PROJECT SAFETY,
STANHOPE HOUSE,
12 STANHOPE PLACE,
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WE WILL USE THIS INFORMATION TO SEE HOW WE ARE PERFORMING AGAINST OUR CUSTOMER CHARTER. IT ALSO ALLOWS US TO SHARE GOOD PRACTICE AND, IF NECESSARY, CHANGE OUR POLICIES OR PROCESSES TO IMPROVE THE WAY WE WORK.

IF YOU HAVE ANY IDEAS OR SUGGESTIONS ABOUT IMPROVING OUR COMPLAINTS PROCEDURE, YOU CAN EMAIL US AT:

INFO@APS.ORG.UK OR GET IN TOUCH USING THE CONTACT DETAILS ABOVE.