


D&T Rendering&Building Ltd Integrated Management System		
Document Title:	Customer Charter	
Ref. No.:	CC001	
Document Users / Security Class:	All Users	
Next Review Date	One Year	

Our Commitment to You

At D&T Rendering&Building Ltd, we are committed to upholding the highest standards of quality, professionalism, and transparency. This Charter sets out the principles that guide our conduct and the service standards you can expect when working with us.

1. Quality Workmanship and Reliability

We pledge to deliver the agreed-upon scope of work, ensuring all projects meet or exceed industry best practices and relevant regulations.

Project Delivery: We will complete all work diligently, using appropriate materials and skilled personnel, strictly adhering to the specifications outlined in your contract.

Adherence to Schedule: We commit to starting and finishing work within the agreed-upon timeline, subject to necessary force majeure exceptions (e.g., severe weather). We will communicate any potential delays promptly.

Site Management: We will maintain a clean, tidy, and safe work area, minimising disruption to your home and respecting your property boundaries throughout the project duration.

Handover Process: Upon completion, we will carry out a thorough final walk-through, explaining the operation, maintenance, and relevant warranties for all new installations or finishes.

2. Professional Conduct and Respect

We ensure that all our employees, sub-contractors, and representatives act with integrity, respect, and professionalism at all times.

Respect and Fairness: You will be treated with respect, courtesy, and fairness. We are committed to being approachable and responsive to your queries.


Privacy and Security: We will respect the sanctity of your home, and all our personnel will adhere to agreed-upon access requirements. We are committed to protecting any personal information you share with us in line with data protection laws.

Ethical Practices: We forbid high-pressure sales tactics, misleading claims, or unsolicited calls. All marketing and advice provided will be accurate and transparent.

3. Clear Communication and Transparency

Effective and timely communication is vital for a successful project. We commit to keeping you fully informed throughout every stage of our engagement.

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Initial Documentation: Before commencing work, we will provide you with a clear, detailed, and itemised written quotation, including our full terms and conditions, contact details, a breakdown of costs etc.

Progress Updates: We will provide regular updates on project milestones and progress. Should any significant change in scope or cost be required, we will inform you immediately and seek your written approval before proceeding.

Accessibility: We will ensure there are clear and accessible points of contact for you to raise questions, requests, or concerns.

4. Contracts and Financial Clarity

Our financial dealings will be transparent, ensuring you have a full understanding of costs, payment schedules, and any legal considerations.

No Hidden Costs: Our contracts will outline all charges clearly, with no hidden costs or unfair penalties. The payment schedule will be agreed upon upfront.

Statutory Rights: We will clearly explain your cancellation rights (where applicable) and provide you with information regarding any legal or technical consents (like planning permission or building control) that may be required for the work.

5. Managing Concerns and Complaints

We are dedicated to resolving any concerns you may have quickly and fairly.

Open Feedback: We encourage you to raise any concerns immediately so that we can address them at the earliest stage possible.

Complaints Procedure: We provide a free, easy-to-access internal complaints process. We commit to investigating all formal complaints objectively and providing a substantive response within 10 working days.


Alternative Dispute Resolution (ADR): If we cannot resolve a complaint to your satisfaction through our internal process, we will signpost you to an independent Alternative Dispute Resolution service for further assistance.

Your Responsibilities as a Customer

To help us deliver the best service possible, we kindly ask that you uphold the following responsibilities:

Pre-Contract Checks: You are responsible for reviewing the written quotation and contract thoroughly and ensuring you have obtained any necessary independent advice before signing.

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Providing Access: You must provide safe and necessary access to the property for our teams, and clearly communicate any special site requirements (e.g., parking restrictions, location of pets or children, security protocols).

Permissions: You must confirm that all necessary building regulations, planning permissions, and other environmental or statutory consents required for the project have been secured prior to the start date.

Timeliness: Please be on time for scheduled appointments and maintain open communication regarding the project.

Respectful Conduct: Please treat our staff, tradespeople, and sub-contractors with courtesy and respect.

Payment: Ensure that payments are made on time and strictly according to the terms and conditions outlined in the signed contract.

Version Number	Amendment	Date
1.0	New document	1 st October 2024
1.1	Reviewed, but not revised	1st October 2025