FEN DEVELOPMENTS

Customer Care Policy

Our commitment to customers · Fen Developments Limited

We're a small, local building firm and proud members of the Federation of Master Builders. Looking after our customers matters to us. Our approach is simple: common sense, friendly service and a quick response. Having builders in your home is a big deal, and this is our promise to you about how we will treat you, your home and your neighbours.

Before the work starts

- **Quick replies.** We aim to reply to every enquiry within 24 to 48 hours, by phone or email.
- **Free site survey.** We'll visit your home free of charge to talk through what you want and take a proper look.
- **Clear written quotes.** Your quote will be in writing and explain what is included, what isn't, and any assumptions.
- **Fair prices and clear payment terms.** We price fairly and honestly. Payment stages and terms are agreed in writing before work starts, so there are no surprises.

While we're working

- **A named contact.** You'll deal directly with Shaun, with Kimberley in the office, and we'll keep you updated on progress, timings and any delays.
- **No surprise extras.** If something unexpected comes up or you want to change something, we'll explain the options and cost honestly and agree any change or extra in writing before we do the work.
- **Respect for your home.** We'll protect floors and furniture, keep the site tidy, clear up at the end of each day and treat your home as we would our own.
- **Considerate working.** Our normal site working hours are 8am to 5pm, Monday to Friday, unless agreed otherwise with you. We'll be considerate to your neighbours, keeping noise, dust and parking problems to a minimum.
- **Safety first.** We'll work safely, keep tools and materials secure, and make sure you know about any areas to avoid.

After we've finished

- **Aftercare.** We'll walk round the finished job with you. If anything isn't right, or a problem with our work shows up later, tell us and we'll come back and put it right.
- **Feedback and reviews.** We'll ask for your feedback at the end of every job and welcome reviews. Shaun reads all feedback, good or bad, and we use it to improve how we work.

If you're not happy: our complaints procedure

1. **Tell us.** Speak to Shaun or the office, or email info@fendevelopments.com. Most things can be sorted with a chat.
2. **We'll acknowledge it** within 48 hours and look into it properly, including visiting if needed.
3. **We'll aim to resolve it** within 14 days and explain clearly what we will do. If it will take longer, we'll tell you why and keep you updated.
4. **Escalation.** If you're still not happy, Shaun, as Director, will review it personally. If we still can't resolve it, you can use the FMB's free dispute resolution service, which offers impartial mediation on workmanship issues (see fmb.org.uk), or get independent advice from Citizens Advice.

Your personal information

We only collect the information we need to quote for, carry out and support your job. We keep it secure, use it in line with UK GDPR and data protection law, never sell it, and only share it where needed for your job (for example with building control or suppliers). We protect our systems with strong passwords, up-to-date software, security updates and backups, and we treat cyber security as part of looking after you. You can ask to see or delete your information at any time by emailing info@fendevelopments.com.

Responsibility and review

Shaun, as Director, is responsible for this policy. We review customer feedback and complaints regularly to look for ways to improve, and we review this policy at least once a year. It is published on our website.

Thank you for choosing Fen Developments. If there's ever anything we can do better, please tell us.

Signed: Shaun, Director	**Date:** November 2026	**Next review:** November 2027