



Gold 375 Customer Charter

Customer service and commitment is the driving force behind the Gold 375 brand. We strive to get it right first time and when on the rare occasion mistakes are made, we will do our utmost to rectify the situation.

Service Standards

- We will act with honesty and integrity in all customer transactions, dealings with third party agencies and suppliers and in all internal communications.
- We make sure that all Gold 375 staff receive full training to ensure they are friendly, professional, efficient and knowledgeable.
- We ensure that every member of staff is responsible and accountable for the quality of their work and the presentation of the shop of unit they work from.
- You can expect to receive clear and accurate information, either by phone, online or by e-mail regarding any of our services.
- We use plain English wherever possible and explain any technical terms.
- We aim to continually improve our services and performance.
- We are committed to the communities we work within, recruiting locally and encouraging staff participation in community events.
- Where we offer financial services we will act in accordance with the FSA regulations and are committed to keeping up to date with current financial legislation.

Your information

- We treat all personal information in compliance with the Data Protection Act and the Privacy Policy in our terms and conditions.

Complaints

We have a clear complaints procedure and will document, analyse, investigate and respond to all complaints. We aim to give you the level of service expected. If for any reason we fall below that standard please call our head office on 0141 775 2094. We will resolve complaints fairly, efficiently and promptly.