

CUSTOMER CHARTER

Heating Homes and Fuelling Businesses

WCF Chandlers is a fuel and lubricant distributor servicing the needs of thousands of domestic, agricultural, haulage and commercial customers and independent retail garages across a dozen counties.

Operating from 8 locations WCF supplies a full range of bulk fuel oils and lubricants to a broad spectrum of customers including domestic, agricultural, industrial, commercial and retail markets.

CUSTOMER SERVICE GOALS



- We aim to provide an excellent Customer Experience
- We aim to provide products at competitive prices
- We will strive to provide goods in a reasonable time
- We will treat our customers with respect courtesy and friendliness
- We will be receptive to customer feedback

HOW WILL WE DELIVER THESE GOALS?



Ongoing training for all staff members to ensure that all are aware of the expected behaviour

Collecting feedback data to continuously look to improve the Customer Experience

COMPLAINTS



If we do not meet the expectations of this customer charter our Complaints Procedure will be available at all points of contact.