



PathoSys® meets the standards set by:
The Royal College of Pathologists
Pathology: the science behind the cure



AES Medical Customer Service Charter



We aim to provide our customers with the highest quality service possible.

All our customers should receive a professional high quality service be it in person, on the telephone or in writing.

All individuals in the AES Medical team have a key role to play in maintaining the standards to which we aspire.

When customers phone us:

- We will always have a person in the office during working hours to answer the phone.
- We will aim to answer calls courteously and professionally within 3 rings.
- We will always try to answer their query straight away if we can.
- If we cannot answer the question or the person they want is not available, we will take a message and get back to them within one working day. If the person they want is away from the office we will tell them and offer to pass them to someone else who can help.

When customers email us:

- We will aim to send a full reply within two working days.
- If the matter is urgent, we will respond faster.
- We will make sure that our departmental mailboxes are checked at least twice a day during working hours.
- We will ensure that our contact details are displayed in each email we send.

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When customers write to us:

- We will aim to respond with a full answer as soon as possible, but ideally within two working days of receiving their letter.
- Whatever happens, we will keep customers informed.
- We will write in a clear, concise and easy-to-understand way.

When customers visit us, or we visit them:

- A member of staff will greet visitors within five minutes of their arrival at our reception.
- The member of staff whom they have come to see will meet them within five minutes of their appointment time.
- When we meet a customer we will be dressed appropriately and have a clean, smart appearance.
- We will always aim to arrive punctually, be well prepared and leave a positive professional impression.

Suggestions & improvements:

- We welcome suggestions for improvements to our products and our service.
- Where customers have taken the time to provide suggestions we will always thank them for making the effort on our behalf and keep them informed of developments as they occur.

Compliments:

- We are always delighted to receive a compliment for our efforts on the customer's behalf.
- We will make sure the people concerned are aware of their compliment.

Complaints:

- We will aim to be helpful and efficient, but we know that sometimes things go wrong.
- We want to put mistakes right quickly and professionally and will keep our customers informed of our progress.
- We will endeavour to learn where ever possible from our mistakes to ensure a better quality of service in the future.