

Customer service policy

- Egerton House (Wirral) Ltd prides itself on offering all its customers the very best in customer care. We actively support and encourage business growth and sustainability on the Wirral and will always do our best to uphold this principle.
- We will always listen to your requests and do our best to accommodate them.
- We will always review our service providers and contractors regularly to ensure we are receiving the very best value for money on everything we provide for our customers without compromising quality.
- We will always inform our customers of any changes in procedures, pricing or facilities in writing with as much notice as reasonably practical.
- We will always try and keep our costs down and do our best to ensure any increases are essential and kept to a minimum.
- We operate a customer complaints procedure and will adopt this whenever necessary. If you wish to make a complaint please ask at Reception for a form and every effort will be made to resolve your complaint as soon as possible.