

Citrus Customer Charter

The purpose of **Citrus Customer Charter** is to clearly set out what our clients can expect of services provided by Citrus sharp security shredding services

Citrus Sharp Security Shredding are independently owned specialists supplying secure Confidential paper destruction services to both business and private customers. We are based near Beccles & operate throughout Suffolk & Norfolk.

We aspire to increase current turnover & profitability without adversely affecting suppliers or clients, employing more diverse staff, working at times that accommodate family life, paying above the living wage, building a state of the art depot, & to be recognised as the safest, most reliable, most admired & proudly growing business in Suffolk

Our role is to:

- Provide secure, safe, on-time collection attendance & shredding service, for our clients (& their respective clients) data that they have classified as confidential & secret
- Act responsibly in compliance with all aspects of UK Legislation, with particular attention to Data Protection GDPR Legislation. Also managing Best Practice more broadly, committing to all the Data security Quality Standards measured in Citrus ISO 27001:2013, & attained in 2018.
- Supply clients with full service documentation, including a statutory Waste Transfer receipt, accurate Certificate of Destruction & VAT invoice, all of which is included in the charge agreed at the time of enquiry
- Innovate to improve efficiencies. Investing % profits in research in product & system & development
- Commit to continual improvement & formal complaints process
- Provide professional Indemnity Insurance to compensate clients in the event of breach of Information

You can find out about Citrus (Ethical, Safety, Environmental & Training) Policies, Licenses, Insurances, in our Vendor Information file

How you can help us / Feedback on our performance

We continually monitor our performance to ensure we meet our service standards & welcome your feedback. We conduct surveys of clients to obtain feedback about our performance to further improve our services. You can provide feedback on our services via the below contact details. If you are unhappy with our services & wish to lodge a complaint, please refer to our Complaints Management Procedure

Contact us at our Company Registered Address; Heathacre, Chedgrave Common, South Norfolk, NR14 6BE

You can contact us in person, by telephone, or in writing (by email, letter or online)

What you can expect from us

We will deliver our services in line with our values:

- Respect
- Collaboration
- Focus
- Innovation

We pride ourselves on our friendly, helpful service from the very first moment you contact us for advice, we will:

1. Be courteous, helpful and respectful in our dealings with you
2. Provide you with updates on the progress of your matter, ie all aspects of your collection / shredding service , response to all comments on Annual Client satisfaction survey. In plain English returning clear explanations about what can & cannot be done to improve Citrus service to you / other clients
3. Deal with complaint, or request for assistance in a fair, timely, impartial & confidential manner. Supplying you with information about what other avenues may be open to you including possible appeal / review rights