

Phase 3 Customer Charter



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Phase 3 Customer Charter

At Phase 3, we are committed to providing exceptional Professional and Managed Services to our valued customers. Our Customer Charter outlines our dedication to ensuring your satisfaction and sets the standards that we strive to uphold in all our interactions with you.

Phase 3 will:

Put customers first

Customers are at the heart of everything we do. We will listen to your requirements, understand your needs and always act in your best interest to deliver consultancy and payroll in the best way.

Provide a quality service

We are committed to our service being of the highest quality that meets or exceeds your expectations. Our team works diligently to ensure excellence in every aspect of what we offer.

Transparent and Clear Communication

We believe in open and honest communication. We will provide clear and transparent information about our products, services and any associated costs

Respect and Courtesy

Every customer deserves to be treated with respect and courtesy. The Phase 3 team are trained to be polite, patient and understanding in all interactions

Privacy and Security

Your privacy and data security are of utmost importance to us. We have robust measures in place to safeguard your data. This includes our GDPR Policy, ISO27001 Accreditation, ISO9001 Accreditation and Cyber Essentials



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Fair and competitive pricing

We believe in offering fair and competitive prices for our products and services. There will be no hidden charges and we will provide you with clear pricing information.

Continuous improvement

We are committed to continually improving our products, services and processes to enhance your overall experience as a customer.

Resolve issues promptly

In the rare event that you encounter an issue, we have clear escalation procedures and complaint policy that enables us to work diligently to resolve issues promptly and to your satisfaction. Our aim is to turn any negative experience into a positive one.



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Customer Behaviour Charter

At Phase 3 we believe that a positive and respectful environment is essential for providing exceptional service and creating a harmonious relationship with our customers. Our customer behaviour charter outlines the standards of conduct we expect from our valued customers.

We kindly ask customers to:

Treat others with respect

Show respect and courtesy to all our employees and contractors, fellow customers, and anyone you encounter during your interactions with Phase 3. We do not tolerate any form of offensive behaviour, discrimination, or harassment.

Communicate effectively

Clearly express your requirements, concerns and feedback to Phase 3; effective communication helps us better understand your requirements and allow us to provide the best possible service.

Be patient and understanding

We strive to address your inquiries and resolve issues promptly and within the SLA, but there may be times when more complex matters require additional time for investigation and resolution. Your patience and understanding are greatly appreciated.

Provide constructive feedback

Your feedback is essential in helping us improve our services. Please share your suggestions, compliments or concerns constructively as it enables us to enhance our offerings.

Honesty and integrity

Be honest in all your interactions with Phase 3 and we will do the same. We value transparency and integrity in all our dealings.



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Pay on time

Please ensure timely payment of invoices to avoid any disruptions to your services and help maintain a healthy business relationship. We understand and exercise our right to apply interest to invoices paid late and may suspend your services in line with our Terms and Conditions if undisputed invoices are unpaid.

Appreciate our employees

Our employees work diligently to provide you with the best possible experience. Show appreciation for their knowledge and efforts, and let us know if you encounter exceptional service.

By adhering to our Customer Behavior Charter, you contribute to a positive and respectful atmosphere that benefits everyone involved. We are committed to treating all customers with the same level of respect and courtesy, and we expect the same in return. Together, we can build a strong and mutually beneficial relationship in years to come.

Thank you for being a valued customer to Phase 3 and for your cooperation in upholding these principles.



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Classification – Public