ESPO

Our Service Commitment

espo.org

Our **Service Commitment**

At ESPO, we pride ourselves on providing an exceptional experience for all of our customers.

As a public sector owned organisation, we understand our customers - after all, we're one of you! We have created our values with this in mind, and these guide everything we do here at ESPO, helping us to provide the best possible service to our customers and operate in a way that is in line with our strong public sector ethos.

Working together

The best outcomes are achieved through team work, which is why we encourage close working relationships internally within our own teams as well as with customers and suppliers.

Positivity

We foster a positive working relationship across all of our stakeholders and will always look to find solutions rather than problems, promoting a positive and rewarding experience.

Trust and respect

The foundations of any good relationship, we ensure that these qualities come through in our communications at all times.

Customer focused

From the products we stock to the services we supply, the customer is always at the forefront of our processes and drives us to continuously improve our offering.

Openness and transparency

Whether this is through our catalogue pricing or the terms and conditions laid out in our frameworks, we're always open and honest about our service and always work in the best interest of our customers.

What you can **expect from us**

Being a provider of essential products and services, we understand the importance of getting goods to our customers quickly and efficiently, and providing support to make every contact easy and enjoyable for you.

Product ordering and enquiries

Our Customer Experience team

Our dedicated and friendly Customer Experience team are here to help and support you. Our focus is to resolve your enquiry on the first contact: we aim to respond to your email enquiry within 48 hours and we will answer your calls as quickly as possible.

Keeping you informed about your delivery

When you place an order, we will provide you with an order acknowledgment to confirm your order. If for any reason a product is not available at the time of ordering, this will be detailed on your acknowledgment.

Whilst we always aim to get your order to you on time and in full, please note that in some circumstances there is ongoing domestic and global disruption with supply chains which may affect some of our product lines. ESPO is working hard to respond to this challenge and we will let you know as soon as possible if these disruptions affect the availability of a product you have ordered.

Product delivery

Products stocked in our warehouse will be delivered on your next nominated delivery day and, if you need a product urgently, we also offer a chargeable overnight delivery service.

Please remember we have a minimum order charge of £5.95 (excluding VAT) for any stock orders under £15.00.

Delivery times for products delivered directly from our suppliers can vary and are shown in our catalogue and on our website.

Procurement support for our framework solutions

Our Procurement teams are experts in their field and are here to provide support and guidance on accessing our framework solutions.

If you would like to enquire about a specific framework solution, you can find contact details on each framework page and talk directly to a named member of the team via both email or over the phone. All of our Procurement staff have extensive category knowledge and experience, meaning they can help with everything from accessing template documents to assisting with specifications.

For larger or more complex framework needs, our dedicated Customer Relationship Managers are specialist in their procurement areas and are here to support customers, right from an initial enquiry through to the end solution.

Did we get it right?

We are always really keen to get your feedback; if we provided a really good service, or if you think there is something we could have done better, we'd like to know so that we can continue to improve our service. Please fill out our feedback form if you wish to send a praise, thank you or suggestion for improvement.

If we did get it wrong and you have a complaint about how we have dealt with your enquiry, please complete our online enquiry form. Alternatively, you can email your complaint to support@espo.org.

We will investigate your complaint fully and let you know what went wrong and what we are going to do to put it right. We will contact you to acknowledge receipt of the complaint and who will be dealing with it.

We aim to provide a full response to a complaint as quickly as possible. A full response to your complaint will be provided within 10 working days.*

*(this does not apply to Freedom of Information requests)

How to contact us

The ESPO team are on hand to help with any enquiry you may have.

For general enquires, you can contact our Customer Service team by phone or email, Monday to Friday from 08:00 - 16:30 (excluding bank holidays).

t: 0116 265 7901

Orders@espo.org - For placing orders

Support@espo.org - For any customer service enquiries including queries, order issues returns

Directs@espo.org - For any queries around Directs orders (product codes starting with A, X or N) including received orders, cancellations and damages

Dependant on the nature of your enquiry, you may require a specific team. Please visit our Contact Us page for our useful contact numbers, sorted by the type of enquiry you may have.

How we use your data

All staff are subject to ESPO's "Information Security and Acceptable Use Policy" and must complete an on-line "Data Protection and Information Security" training course (or refresher course) on an annual basis.

ESPO's IT department is responsible for processing data in a manner that ensures appropriate security, including protection against unauthorised or unlawful access and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Our GDPR statement

Our privacy policy