

CUSTOMER SATISFACTION MANAGEMENT POLICY

Our Commitment

At **DLF International Movers**, customer feedback drives learning and continuous improvement. We listen actively to understand client needs, assess their experience and improve our services.

1. Customer Focus

We place customer experience at the centre of our decisions, seeking to deliver value, confidence and peace of mind throughout every relocation.

2. Active Listening and Communication

Clients may use our communication channels to share feedback, suggestions, recognition, enquiries or concerns, each of which supports improvement.

3. Satisfaction Measurement

We monitor satisfaction through surveys, ratings, reviews and other feedback to assess performance and set improvement priorities.

4. Complaints and Claims Management

Complaints and claims are reviewed objectively and proportionately to resolve issues, identify lessons and prevent recurrence.

5. Improvement Through Customer Experience

We analyse feedback and trends to address causes and strengthen service quality and the customer experience.

6. Transparency and Trust

We build lasting customer relationships through honesty, clear communication, mutual respect and trust.

7. Information Protection

Customer information is handled responsibly and confidentially in line with applicable privacy and data protection requirements.

8. Our Objective

Our objective is to listen, respond and continually improve, building lasting relationships based on trust.

