

YELLOWHOUSE CUSTOMER CHARTER



Experience the difference.

Our customers are important to us and we want them to know we appreciate their business and we are committed to excellence in our service levels for them.

1. OUR COMMITMENT

When you contact us you can expect to be treated with honesty, fairness, sensitivity and dignity.

2. THE WAY WE WORK WITH YOU

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues and concerns.

3. OUR VALUES

We value every customer interaction. We have a vision to change the world ... one project at a time ... one project manager at a time. These values apply across all our customer interactions.

4. COMPLIMENTS AND COMPLAINTS

The Yellowhouse commitment to you:

- We will deal with complaints fairly, promptly and professionally
- We will take ownership of our errors
- We will advise you of remedial action
- Please see the response opportunity [here](#).

5. PRIVACY POLICY

We value your business and we respect your right to privacy. Please see the details of our policy [here](#).