

Out of Hours Call Out Service

1. Policy

The Company operates a full twenty four hour emergency service, seven days per week, three hundred and sixty five days a year.

Every effort is made to deal and conclude works associated with emergency calls in the same working day.

Priority is given to emergency calls from Customers who have Planned Maintenance Agreements in place with BBC Fire Protection.

2. Normal Working Hours

During normal office hours, 9.00am to 5.30pm, Monday to Friday, we will be pleased to deal with your emergency calls on 01953 857700 [10 lines]. Please ask initially for our Customer Service Desk who are there to deal with your requirements.

Should your requirement result in the need for an Engineer to attend site, this will be organised from the same office via our Customer Service Desk.

3. Out of Hours

At any other time, our Out of Hours Service is co-coordinated via our nominated Central Station, who also monitor and co-ordinate all of our Automatic Brigade Connection Equipment and they are fully accredited to both ISO9001 and BS5979.

By calling 01953 857700 and following the initial recorded message "Press 1", you will be put in contact with our nominated Central Station staff who will take all the relevant details and contact our duty Engineer for your region.

Our duty Engineers are all equipped with mobile phones and are tasked to respond to the initial call within a maximum of thirty minutes.

If a site attendance is required they will be able to advise on their expected time of arrival and also provide any immediate assistance they can over the phone.

In addition to the Team of Duty Engineers there is also a Duty Supervisor to whom the Central Station Operatives can refer to in the event of problems arising and this can be escalated to our Customer Service Managers if necessary.

4. Conclusion

Every effort has been made to ensure that You, our Customer obtains the highest level of Service, at what is probably your most difficult time, in both a polite and efficient manner.