



# RSMA Service Commitment to our Members and Customers

At the Road Safety Markings Association, we are proud to support and represent our members. We are one of the largest specialist trade bodies in the UK Highways sector, and play a pivotal role in the development of the road marking industry. We ensure that our members are quality assured through National Highways Sector Scheme #7 and represent them as such.

Our members are at the forefront of our strategic decision making as we strive to continue improving our services, training and standards to support a positive member journey. Our dedicated team is available to help and support you and your business.

## **Our commitment to you:**

- Answer your telephone calls and respond to voicemails promptly
- Respond to your email or web enquiries within 3 working days
- Acknowledge your feedback within 3 working days and in line with our feedback policy
- Commence processing your membership application within 2 days of receipt and support and inform you every step of the way
- Keep your data confidential and secure and in line with GDPR requirements
- Provide you with information that is clear, concise and that fully meets your needs
- Ensure that we act in a transparent, courteous and professional manner at all times
- Inform you if we cannot be of help and acknowledge errors if we make them before we do our best to put it right

## **What you can do to help us:**

- Treat our staff as you would like to be treated yourself
- Tell us what we do well or how we could improve our services to and for you
- Tell us as soon as possible if your details change so that we can maintain the best possible service levels for you and your business
- Tell us if there is anything you feel we could be doing that we are not already doing

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### **Road Safety Markings Association**

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