

Gold Medal Promise

We promise Gold Medal Service to our customers, and to our network. To us, Gold Medal Service is about being professional and reliable and effective...but also building relationships with our customers and with each other. We are your personal home services professional and the little things we do to take care of our customers and each other make the difference.



INTEGRITY

Our reputation as a company that our customers can trust is our most valuable asset, and it is up to all of us to make sure that we continually earn that trust. All of our communications and other interactions with our customers should serve to increase their trust in us.

QUALITY WORK

The job we leave behind for our customer should be one of quality. We don't cut corners at James', we find solutions and we are transparent with our customers as to what can be achieved through our services. We are thorough and thoughtful and believe it is the little things that make the James difference.

PRIVACY & SECURITY

Always remember that we are asking customers to trust us, when they allow us into their homes or their businesses, their vehicle or to have contact with their pet. We keep private their personal information.

We also take security very seriously. Our people are Police Checked. We will never make a customer feel unsafe in our presence.

COMMUNICATION

We respond to calls and enquiries within 15 minutes where possible, and at most within 24 hours. We arrive at the time we agreed we would arrive. If our schedule changes, we notify our customer, even if just via a text to let them know we will be 15 minutes later than originally agreed. We prepare quotes on the spot, or at most within 24 hours. We are responsive to requested changes to quotes. We try and be as accommodating as we can be when it comes to changes to the scheduled services. We aren't just responsive to our customers, we take charge of the communication with them and are always on the front foot. We also recognise relevant customer feedback when we see it, and we do something about it.

FRIENDLY & HELPFUL

We make all the promises about our quality of work and our professionalism, but we also promise we will never let that get in the way of being kind, courteous, friendly and helpful. We'll take the time to be informative about our services and tailor them to our customer's needs.



James' Gold Medal Service means you can relax with guaranteed quality service all the time NOT just some of the time!

1800 152 637