



CSR POSITION STATEMENTS

CUSTOMERS

Dairy Crest has a wide range of customers, from the individuals who purchase our products in the shops, to the households to whom we deliver daily milk and other products, to the major retailers and food manufacturers in the country.

It is a core focus of our business to provide all of our customers with a first class service, always aiming to exceed their service and quality requirements.

We are committed to supplying safe and legal products to all of our customers and where a specification exists to always meeting it.

In our dealings with customers we are committed to treating all customer information with integrity and the utmost confidentiality.

We treat complaints from consumers and customers with the greatest seriousness. We view complaints as a potential opportunity to improve our offering to our customers, and we have been commended in the national press for our customer friendly approach to responding to customer complaints and enquiries.