

**Press Release**  
**June 6<sup>th</sup> 2013**

## **Q-railing donates £750 to Ruby's Fund**

***A charity aiming to open a sensory centre and social cafe for children with disabilities and additional needs has received a cheque for £750 from railings and balustrades manufacturer Q-railing.***

The money for Ruby's Fund was the result of a detailed customer satisfaction survey held by Q-railing among its British customers at the start of 2013. For every online or printed survey completed, the company donated £4 to the Cheshire-based charity.

Q-railing held the survey to help determine the company's brand reputation and image, to gauge the current level of customer satisfaction and to identify aspects that can be improved. The results were extremely positive.



More than 94% of the British customers who participated scored Q-railing as good to excellent, while few aspects that can be improved were named. Customers mainly buy the brand because of its quality, prompt delivery and the wide range available from stock. The five aspects that – according to participants – best match Q-railing are 'Design', 'Quality', 'Professionalism', 'Familiarity' and 'Efficiency'.

Jacqueline van Steen, Q-railing Marketing Co-ordinator and the person responsible for carrying out the survey, summed up: "We can look back on an extremely positive outcome, yet consider this no reason to rest on our laurels. Q-railing is and will remain an organisation that constantly pursues innovation and aims to excel. We like to astonish our customers in a positive way."

Pictured (from left to right) are: Martyn Eveleigh (Q-railing UK Sales & Marketing Manager), Pete Bevan (Ruby's volunteer), Alix Wisener (Ruby's co-founder and trustee), Richard Parr (Ruby's dad and events and fund raising co-ordinator) and Rod Wheeldon (Ruby's trustee).

**Ends**

### **About Q-railing**

Q-railing develops intelligent, quality railing systems and glass balustrades with neat finishes and high-design. Products function as supports and handrails along steps and stairwells, as safety barriers around balconies and between floor levels. Baluster railing systems and glass balustrades are



commonly used in homes, shops, offices, and extensively in major public venues like shopping centres, museums, stadiums, indoor swimming pools and airports.

The six pillars of Q-railing are quality, design, safety, innovation, range and ease of purchase. Along with these, the aim is to exceed all expectations.

[www.q-railing.co.uk](http://www.q-railing.co.uk)