



# C.E. INFO SYSTEMS LIMITED

## CUSTOMER RELATIONS POLICY

### Intent

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This Customer Relations Policy formalises our commitment to providing the best possible service to our customers.

The aims of our Customer Service Policy are to:

- make transactions easier for customers and clients
- provide customers and clients with a consistent level of customer care
- provide clear written guidelines to staff
- provide clarity around complaints and dispute resolution processes
- help achieve the vision, goal and mission of our organisation.

### Scope

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This policy and associated procedures apply to all C.E. Info Systems Limited and its Group Companies / subsidiaries stakeholders including directors, staff and contractors working for the organisation.

### Policy

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C.E. Info Systems Limited prioritises the effective service of customers and the respectful handling of customer complaints.

C.E. Info Systems Limited commits to the following principles and practices in customer service.

#### **Friendly, professional customer interactions**

We will:

- Speak respectfully to customers at all times
- Listen carefully and allow customers time to explain the circumstances fully
- Convey a sound knowledge of the business, including its goods, services and guidelines
- Respect customer privacy and confidentiality, in accordance with applicable laws dealing with privacy and confidentiality in the jurisdiction.

#### **Accurate and consistent information about goods and services**

We take active measures to ensure that we:

- Always communicate factually, honestly and accurately to customers, whether in writing, verbally or face-to-face
- Keep publicly available information about goods and services updated



- Provide a clear explanation of our dispute resolution process.

### **Prompt and efficient services**

So that we can improve our approach to customer service we:

- Strive to address customer enquiries within a reasonable timeframe, whether in writing, verbally or face to face
- Regularly review customer service performance, and incorporate findings in staff training and development activities.

### **Service Standards**

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The following service standards apply when communicating with customers:

#### **Telephone**

- Management and staff to answer the phone within 3 to 4 rings.
- Management and staff to identify C.E. Info Systems Limited and name when answering the phone
- If the required person is not available, staff will offer to take a message, recording relevant details accurately.
- Management and staff will pass on the message to the relevant person by email and/or text in a timely manner.

#### **Email**

- When not in the office for an extended period, management and staff will ensure that out-of-office notification is activated
- Management and staff will respond to customer emails in a timely manner.
- Management and staff will use Plain English when replying to customer emails.

#### **Face to Face**

- Management and staff will communicate in a friendly, open way.
- Staff will listen to what the customer has to say before responding. Do not interrupt the customer.
- Staff will respond to customer enquiries and complaints in a respectful way.

#### **Website**

Management and staff will.

- Ensure that the information contained on the website is updated and accurate
- Ensure that contact information is updated
- Answer customer enquiries with a 24-hour period.

### **C.E. INFO SYSTEMS LIMITED**

- When collection information via our website, ensure that our Privacy policy is easily accessible and available on our website.

## **Social and Digital Channels**

- Management and staff will ensure that customer enquiries and complaints received via the organisation's social media and digital channels are answered in a timely and accurate manner.

## **Complaints Handling**

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C.E. Info Systems Limited complaints process is visible and accessible to staff. It is written in a way that management and staff can easily understand, using Plain English.

We acknowledge that the resolution of customer complaints is a key component of effective customer service.

### **Complaints handling process**

We have the following procedures in place for handling complaints.

#### **Initial complaint**

- Listen respectfully to the customer in a fair and impartial way.
- If the complaint is received in writing, acknowledge the complaint within a 24- to 48-hour period.
- Ensure our name and contact details are clearly visible and accessible throughout our website and social media channels.
- Record the customer complaint in writing, obtaining all relevant details. The organisation will not usually action anonymous complaints.
- Attempt to resolve customer complaints during the first stage.
- If complaints cannot be resolved, escalate the complaint to a supervisor or manager.
- Acknowledge that staff members have the right to be protected from unreasonable and abusive customers.

#### **Escalated complaint**

- Staff are to fully brief the supervisor or manager about the complaint.
- Management are to keep the customer informed of the steps being taken to resolve the escalated complaint.
- Management are to attempt to resolve the escalated complaint promptly.

#### **Complaint resolution**

- Management are to advise the customer of the outcome and explain the decisions clearly.
- C.E. Info Systems Limited will fix errors willingly.
- Management are to inform the customer of ongoing improvements to the business, if relevant.