

# CUSTOMER SERVICE CHARTER

YOUR PARTNER IN CARE



# ABOUT

**We have developed this Customer Service Charter to provide a framework for defining our service delivery standards and expectations**

Our Customer Service Charter outlines the approach that we take when engaging with our valued clients and their key stakeholders. As a consulting and education service provider, we expect to provide a superior level of customer service.

As a business, we strive to be the best at what we do and aim to provide a high level of customer service on every interaction, both with our external and internal stakeholders. We also embrace continuous quality improvement as we recognise there is always room for improvement in our service delivery models.

All of our team are committed to providing the same level of customer service, so no matter what division within CareCFO you engage with, you can be assured that customer service is a fundamental component of our core services and a key differentiator.



# MISSION

Our Mission is to support Australia's Care Sectors to enhance their financial performance and ongoing business sustainability. We are committed to providing "blue ocean" initiatives to our clients to ensure that they are sustainable and competitive on an ongoing basis.

Blue Ocean Strategy is a framework which inspires to innovation and development of new demand and new markets to sell products or services, as opposed to fighting with competition over the same market share and satisfying the same demand which is typically a red ocean strategy.

CareCFO is also focused on supporting the Charitable and Not for Profit sector to enhance their ongoing financial sustainability and outcomes for the people they support. We provide the same high level of service to all clients irrespective of their mission and profitability objectives.

# OUR VALUES

We recognise the values-based decision-making focus of our clients and as such we aim to reflect the same values in our organisation. We have adopted the following values and they are the foundation of our interactions with our clients.

## INNOVATION

We pride ourself on offering innovative solutions to meet our client's current and future needs. We recognise that there is not a single solution to suit everyone and therefore, we adjust our approach in response to our client's individual needs.

## RESPECT

Respect is the fundamental aspect of any interpersonal interaction. We treat everyone with respect, by being courteous, non-discriminatory, and taking our client's individual needs into consideration.

## STEWARDSHIP

All of our team members are proactive in their customer service approach, taking the initiative to lead interactions with clients to keep them up to date of the status of projects; building and maintaining strong relationships.

## DILIGENCE

We believe that attention to detail and being meticulous is important in providing any service. We are committed to constant and earnest effort to accomplish what is undertaken by being thorough and detailed in our communications.

# COMMUNICATION

## The Fundamentals of our Customer Service

Communication is a key part of our business and the timely and accurate communication to our clients is a foundation of our service model and ultimately our reputation.

Our team aims to:

- answer all incoming calls promptly
- respond to phone message within three hours
- respond to emails within one business day
- Resolve customer complaints in a timely fashion

We are committed to open communication with our clients and will ensure that we keep in regular contact with our clients during any project or provision of service.

When problems arise, we are committed to communicating in a non-judgemental fashion that does not lay blame but seeks a proactive resolution. We strategically want to partner with our clients and as such prefer to be an extension of our client's organisation with a seamless communication between both parties

## Customer Survey

We value feedback as part of the evolution of our services.

We regularly invite our clients to provide feedback in relation to the services we provide and to identify opportunities for enhancing our services. The Customer Survey is conducted on a frequent basis with the results communicated to our team.

# COMPLAINTS

We value our clients and encourages feedback, both positive and negative, to assist in the continued improvement of our customer service. If you have been dissatisfied with the quality of service received from CareCFO, or anyone acting on our behalf, we encourage you to inform us.

## Complaints Resolution

We believes that complaints provide us with an opportunity to rectify a situation for a client and identify opportunities for professional development.

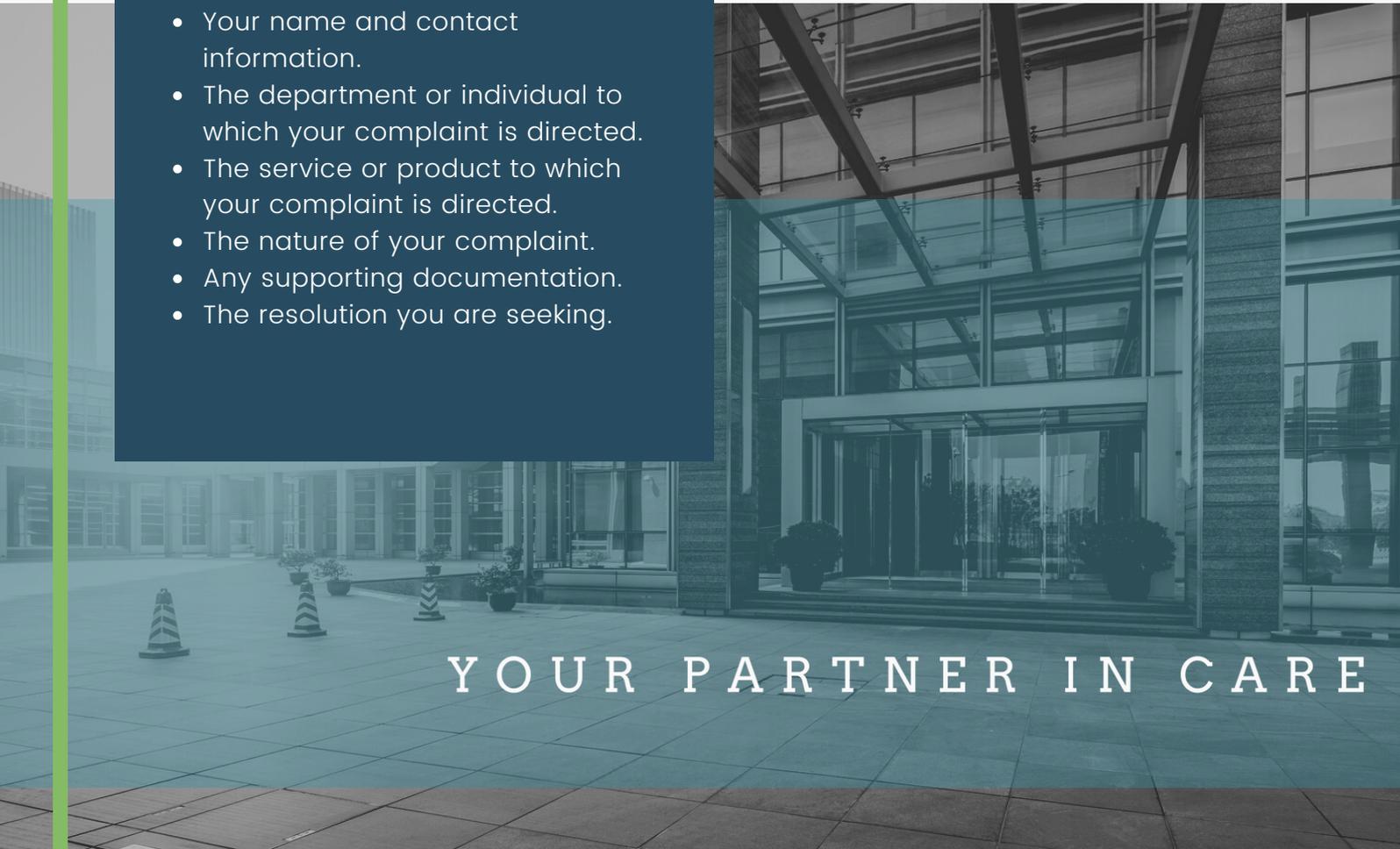
To assist us in efficiently resolving a customer's complaint we require as much information as possible.

This information includes but not limited to:

- Your name and contact information.
- The department or individual to which your complaint is directed.
- The service or product to which your complaint is directed.
- The nature of your complaint.
- Any supporting documentation.
- The resolution you are seeking.

We are aware that effective complaint management and resolution can lead to increased customer retention and ultimately result in a better service to our clients.

All complaints are treated confidentially and are thoroughly investigated. We will work with you towards reaching a mutually agreeable resolution in relation to the grievance.



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# FEEDBACK

We understand the importance of feedback. Any feedback we receive we will use as part of our continuous improvement process. This process involves the following steps: Evaluate, Research, Plan, Educate and Implement.

Positive and negative feedback helps us to improve our service, measure our customer satisfaction, provide actionable insight to create a better customer experience. It may help us to improve customer retention and to deliver tangible data that can be used to make better business decisions.

We pride ourselves on the fact that we collect feedback from our clients proactively rather than passively. We regularly provide customers with surveys, feedback forms and invite customers to take part in online surveys tailored to individual events such as training sessions.

If you would like to provide constructive feedback, lodge a complaint, or offer a compliment, we encourage you to contact us.



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