

CUSTOMER SERVICE POLICY

1.0 Aims and Objectives

The Dowdens Group include businesses which are leaders in their Industries. We attribute our success to creating satisfied and loyal customers through all of our employees working together as a team. We understand that we will achieve our Vision by continuing to maintain outstanding customer relations.

The primary aim of this policy is to align with our Customer Service Charter which establishes the expectations our customers have when doing business with us and sets a precedence of behaviour for all employees. Our intention is to provide each customer with a personalised, seamless experience that makes it easier for them to manage doing business with us. We are committed to knowing our customers and meeting their needs.

The principal objective of this policy is to establish our commitment and how this will be demonstrated.

2.0 Our Commitment

To demonstrate our commitment, we will:

- Deliver warm, friendly service at all times, leaving our customers with a positive view of the experience
- Never accept near enough as good enough
- Ensure everyone has the information they need at their fingertips
- Use feedback to challenge and improve our processes
- Resolve any situation that our team unintentionally caused
- Commit to ongoing learning and development for our people
- Show our customers that they can depend on us
- Be guided in our behaviours by aligning with the Dowdens Group Values

This policy applies to all employees, agents and contractors of the Dowdens Group and to any person or organisation that acts for or represents it.

3.0 Breaches of Policy

Employees who breach this policy will face disciplinary action, up to and including termination of employment.

4.0 Review of Policy

The Customer Service Policy is available for staff to view and download from the Dowdens Group Knowledge Base.

This policy will be reviewed and monitored on a regular basis to ensure it remains current and practical to the Dowdens Group.

Steven Dowden
General Manager

Policy Name: Customer Service Policy	Policy Number: POL.7
Date: Oct 2014	Authorised by: Steven Dowden
Version: 1.1	Page 1 of 2

End Note and References

Customer Complaint Policy

Customer Service Charter

Dowdens Group Code of Conduct

Multi Purpose Document

While every effort is made by the Dowdens Group to ensure information in our Dowdens Group Code of Conduct is current and compliant with legislation at the time of writing, changes in information and related materials are subject to variation without notice.

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