

Customer Service Charter

Our Customers tell us they value these aspects of customer service...

- *Approachability*
- *Handling of issues or complaint raised*
- *Timeliness*
- *Effectiveness of our services*
- *Communications*
- *Treated with Dignity and respect*

To deliver on these aspects ...

Customers can expect:

- Prompt, friendly, courteous and efficient service
- Clear, timely and accurate information
- Us to listen and respond to your concerns and needs
- Respect for you and your privacy
- To be informed of the progress of any enquiry

Masonic Homes will:

- Greet you in a friendly way and identify ourselves
- Provide opportunities for customer contact and feedback
- Respond to your contact with us
- Communicate clearly and in plain language
- Work with you to solve problems

Customers can help by:

- Treating us with mutual respect
- Respecting the rights of other customers
- Providing accurate and complete information in your dealings with us
- Working with us to find solutions
- Respecting the communities in which we live and work



MASONIC HOMES

Retirement Living | Community Care | Residential Care

<i>Our Customers Value:</i>	<i>What we commit to do:</i>	<i>How we will be judged:</i>
<ul style="list-style-type: none"> • <i>Approachability</i> 	<ul style="list-style-type: none"> • <i>Greet you in a friendly way and identify ourselves</i> • <i>Provide opportunities for customer contact and feedback</i> • <i>Respond to your contact with us</i> 	<p><i>We will be judged by our customers in a number of ways:</i></p> <ul style="list-style-type: none"> • <i>At the point of contact with us, customers will be able to judge and comment on how we are handling their needs.</i> • <i>Customers have the right at any time to speak to us, or ask to speak to a supervisor, about any issue of our customer service. We have an obligation to note their concerns and act on them.</i> • <i>Customers have free access at any time to our "Tell us what you think" process. This provides a feed back opportunity as well as information on who they could contact to take any matter further. They can visit any of our offices or Call 1300 132 132 for a copy.</i> • <i>During the year, each of our operational areas conduct research into customer service to ensure we are meeting what is required. For example, this is required for accreditation purposes.</i> • <i>And each year, we conduct an independent survey of our customers to seek feedback on measures, issues and performance in our handling of customer service. The results of this survey will drive improvements across the organisation.</i> • <i>Customers should be encouraged to record a comment, compliment or complaint with us at any time. 1300 132 132 is an ideal way!</i>
<ul style="list-style-type: none"> • <i>Handling of issues or complaints raised</i> 	<ul style="list-style-type: none"> • <i>Listen and respond to your concerns and needs</i> • <i>Provide accurate and complete information in your dealings with us</i> • <i>Work with you to solve problems</i> • <i>Work with us to find solutions</i> 	
<ul style="list-style-type: none"> • <i>Timeliness</i> 	<ul style="list-style-type: none"> • <i>Prompt, friendly, courteous and efficient service</i> 	
<ul style="list-style-type: none"> • <i>Effectiveness of Services</i> 	<ul style="list-style-type: none"> • <i>That we will advise you of what is possible for us to do, when it can be done and if any cost is involved with your expectations</i> 	
<ul style="list-style-type: none"> • <i>Communications</i> 	<ul style="list-style-type: none"> • <i>Clear, timely and accurate information</i> • <i>To be informed of the progress of any enquiry</i> • <i>Communicate clearly and in plain language</i> 	
<ul style="list-style-type: none"> • <i>Treated with Dignity and Respect</i> 	<ul style="list-style-type: none"> • <i>Respect for you and your privacy</i> • <i>Treat us with mutual respect</i> • <i>Respect the rights of other customers</i> • <i>Respect the communities in which we live and work</i> 	