

# **FIONA'S MINIBUS RENTALS**

**ABN 32 496 389 849**

## **CUSTOMER SERVICE CHARTER**

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We are committed to delivering excellent customer service. Our objective is the development of high quality services through continuous improvement and this underlines the standards to be met and delivered by all staff for all services.

This document is designed as an external publication and details the main points.

### **Our customers, our duty, our responsibility:**

The business recognises that people are our customers, that we carry out our tasks for them and with them and they provide us with funds that fund our services.

As performance review techniques evolve, so must the way in which we improve service delivery to our customers. A complaints register shows diminished performance and we must use training to improve performance so that these improvements are measurable and apply across the whole business.

The customer service charter ensures our overall standard of customer care is maintained and that all employees consistently provide a high level of service regardless of which department they work for or where they are based.

### **Good customer service:**

We believe good customer service to be:

- € Providing excellent service from the first point of contact, through to satisfactory conclusion
- € Dealing with customer requests efficiently and effectively

### **Equality**

All employees adhere to our Code of Conduct and Equal Opportunity Policy

“Treat all people with dignity and respect, eliminating all forms of discrimination in service delivery and employment on the grounds of race gender disability age sexuality and religion”

### **Identifying ourselves**

Our standard is for front line officers to provide their first name

### **Target Response Times**

Telephone Calls

We aim to answer the telephone within 5 rings and to keep the use of voicemail to a minimum

### **Written Correspondence**

All written correspondence should be replied to within 5 working days

### **Customer Feedback**

We welcome your comments as your feedback helps us to improve business

### **Courtesy**

You are entitled to professional and courteous treatment from our staff at all times

### **Complaints**

All complaints will be acknowledged within 1 working day, investigated and replied to within a further 10 working days.

### **Making a Complaint**

We believe that everyone is entitled to high quality services and courteous treatment from the business

If you have a complaint about the way a business service has failed to meet expected standards or if something has gone wrong, even perhaps the way you were dealt with by a member of staff, then it is important that you let us know straight away.

### **How to Complain**

Putting your complaint in writing helps us to be clear about the issue and have a record of all the points you raise. You can complain to us by writing a letter, sending an email or telephone or in person. In these circumstances, we will take clear notes and read them back to ensure all the points are covered. An investigation will be carried out and there will be a co-ordinated response.

If the nature of the complaint is serious such as the suggestion of bad management, undue delay, breach of trust, lack of care, unseemly or improper behaviour, you can instigate independent investigations via the Ministry of Transport 1800 049 983.

### **How long will it take ?**

All complaints will receive acknowledgement within 1 working day. Our standard is to investigate and send a full response within 10 working days. In some circumstances it may take longer to respond, in which case we will send you a reply explaining the reason for the delay and when a full response should be sent.

A summary of rights and obligations of passengers as detailed within the Bus Services Regulation and approved by the Director General include:

Passengers must not:

- € Place feet on seats
- € Smoke and or spit
- € Use offensive language or behave offensively
- € Interfere with equipment or damage the bus
- € Throw anything in or from the bus
- € Drop rubbish in the bus

Passengers can:

- € Expect the bus to be clean and tidy
- € Expect to easily see the drivers authority card displayed (school service and charter services)
- € Drink water in the bus
- € Expect not to be inconvenienced by luggage or goods
- € Expect the driver to behave with dignity towards them and
- € Expect the driver to comply with reasonable requests

The contact details for service improvement in the first instance are: Ms Fiona Hemmings PO Box 4005 Nemingha NSW 2340 Tel. 02 67609084 or 0427 428911 Ministry of Transport Accreditation No 7905