



Customer Care Policy

INTRO



This guide explains our customer care policy and how we proactively strive to provide products and services in which our customers can have full confidence. Reporthub Limited aims to set clear standards of service and to regularly review and improve performance. We operate in an ethical manner treating customers, employees and suppliers as we would like to be treated. This guide sets out key aspects of our service and explains our strategy for achieving our service aims.

CUSTOMER SERVICE CODE OF CONDUCT

We aim to understand and measure your expectations in order to provide an enhanced customer experience.

Our main aim is to:

1. Operate a continuous product and service portfolio management program to ensure our services are designed and delivered to meet our customer requirements efficiently
2. Provide customers with effective and innovative solutions to their problems
3. Facilitate a teamwork approach with customers to ensure expectations are realized
4. Provide communication links, processes, procedures and systems at all appropriate levels in order to maximize customer responsiveness and cooperation
5. Facilitate customer reviews to improve the quality and delivery of service with the aim of developing continuous improvement to all added value aspects of our service
6. Conduct regular surveys and welcome feedback whether positive or negative
7. Regularly review any suggestions to improve our service levels made by both our customers and our staff
8. Record and review all dissatisfactions raised in order to improve what we do, wherever possible
9. Deliver our customer services fairly, reasonably and without prejudice.
10. Ensure our people will treat customers in a professional, courteous and helpful manner. Customers can expect us to respect their privacy and dignity. We are fully committed to treating people as individuals, providing equality of opportunity for all our employees and equal treatment for our customers.





We provide a wide range of products and services and aim to deliver the best possible service to all our customers. We will strive to ensure that no customer is unable to use, or is disadvantaged in accessing, our services.

We will consult regularly to review customer needs and requirements. We will act to avoid and eliminate discrimination against any Reporthub Limited customers.

Our office opening hours are as follows: Monday to Friday 0900 hrs. to 1700 hrs. excluding public holidays and weekends.

We measure and assess our accessibility by:



Customer Satisfaction questionnaires



Customer complaints, compliments and comments

We will set out information about our services clearly and simply so that all our customers can understand it. This includes information on how to complain or give feedback about our services.

We will promote the use of plain language for communication medium. We will answer all correspondence including letters, calls and emails in a professional, timely and efficient manner.

Once we receive any complaints, we will investigate them and promptly deal with them.

Reporthub Customer Service will answer telephone calls quickly and helpfully. Our aim is to:

- Introduce ourselves and the department in a professional and courteous manner
- Accurately take all details of the enquiry/query and we will try to answer the enquiry straight away.
- At all times offer practical, clear and timely advice which is specific to the customers' needs and expectations
- Transfer calls only when necessary and ensure the transfer is available to take the call to minimize wasting the customers time

CHIEF EXECUTIVE OFFICER

Date signed, May 2019.....



REPORTHUB

Information with Power

