

# Customer Service Charter

## Introduction:

The East West Homes vision is: ***we will be a leading builder in Victoria by providing excellent customer service to all clients, staff, builders, sub-contractors and suppliers.***

This is supported by our core values:

- Honesty
- Empathy (Yes We Can Help).
- Open Communication
- Respect and Teamwork
- Continuous Improvement.

To ensure that we are clear in the application of these values in regard to customer service, we have developed a specific charter to provide direction to our staff and clarity to our customers about what they can expect.

## The East West Homes Customer Service Charter

1. Our customer is the most important person in our organisation.
2. We will endeavour to treat each customer as a unique individual with regard to personal needs and requirements and to satisfy as many of those needs as possible within the constraints of our organisation.
3. We will conduct an independent annual customer satisfaction survey and will act on the results to constantly improve our customer service function.
4. We undertake to respond to each individual customer query or complaint within 2 working days.
5. We will be very clear about our processes and provide written outlines of the construction process.
6. We will develop an individual minimum contact plan for each customer.
7. We will treat each customer with respect and patience and expect that this will be the way each member of our staff and our sub-contractors are treated in return.