

Customer Service Policy

Cleandustrial Services is committed to delivering excellent standards of service to our customers. Our philosophy is that solid communication processes underpin the building of a sound client relationship. We are committed to the development and facilitation of easy, responsive and effective communication channels through all relevant media.

Customer satisfaction is our highest priority, achieved by continually delivering the highest quality of work and exceeding expectations within the marketplace as a valued service provider. Cleandustrial Services will ensure total customer satisfaction in all its activities by:

- Training staff to deliver the highest levels of quality work;
- Operating best work practices in accordance with service delivery standards and legislation;
- Exceeding expectations by continually sourcing ways to add value to and improve our service;
- Responding to telephone calls immediately and written correspondence within one (1) working day;
- Behaving in a professional manner, being courteous, polite and helpful at all times;
- Accommodating customers' needs promptly and effectively;
- Communicating effectively to customers in a relevant way;
- Respecting client property and taking all necessary precautions to prevent any damage;
- Maintaining confidentiality and showing discretion in all matters relating to property, security and access
- Being sensitive to customers with special needs or disabilities.

Cleandustrial Services Pty Ltd welcomes any feedback from our customers, as it gives us a unique opportunity to improve the quality of our service delivery. Should a customer ever deem it necessary to raise a complaint, we are committed to acting immediately to rectify any issues and to investigate the cause to prevent further occurrence.

Where possible, Cleandustrial Services Pty Ltd will attempt to resolve complaints at the first point of contact. Customers will be kept informed about the progress of their complaints, and follow up will be made to ensure that resolution of the complaint was satisfactory.

All complaints will be recorded and tracked to ensure appropriate improvements are made and any trends are identified and addressed.



TAMMY VLADICH
General Manager



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