

# Customer Care Policy

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## What this policy covers

Our TEAM will strive at all times to deliver Best Value Services to the highest quality standards which fully satisfy our customer's needs. To do this we must ensure our standards of customer care are shaped and designed with their continued involvement.

We have a focused Customer Care Plan the objective of which is to improve our customer satisfaction through understanding their changing needs and what really matters to them and deliver service excellence consistently across our business.

## Customer Care Plan Objectives

The Starfish 9 Customer Care Plan Objectives for providing excellent customer care are that:

- We will listen to and engage with our customers and develop our service to meet those needs.
- We will treat our customers with respect and integrity, ensuring our people are responsible, accountable and customer-focussed in everything they do.
- We will offer choice of access to our services and commit to clear and consistent standards of service delivery.
- We will ensure that customer information is accurate, available and transparent.

## Employee engagement

We will engage with all our employees to ensure that they:

- Have the opportunity to influence the range of services we provide.
- Can take an active role in setting the standards of delivery.
- Are able to influence the design of service delivery mechanisms to ensure all customers have equal access to consistent services.
- Play an on-going role in helping to develop our organisation's culture of excellent customer service.

**Name:** John Jessimer

**Signed:** 

**Position:** Managing Director

**Date:** 7 January 2022

