

# Our Code of Service

## What we will do for our Customers:

- Identify ourselves and provide you with service as quickly as possible, or find someone who can;
- Listen to you and look for practical ways of helping to resolve any issues you may have in dealing with us;
- Be courteous, helpful, and considerate at all times;
- Provide information that is accurate, complete and easy to understand;
- Where we can't immediately meet your needs, get back to you to ensure you are kept up-to-date with actions we have taken;
- Continually strive to make it easier for you to do business with us;
- Implement innovative ways to deliver service options that best suit your business needs;
- Regularly seek feedback on your service expectations and the quality of service you received and implement improvements;
- Any complaints you may have about service delivery will be dealt with promptly in accordance with our Customer Complaints Handling Policy and all information provided by you will be treated in confidence.

## What we expect of our Customers:

- That you will treat our staff with courtesy and respect; staff are empowered to terminate a service if a customer displays unacceptable behaviour;
- Provide us with complete, timely and accurate information;
- Disclose all relevant matters relating to your business dealings;
- Let us know if you will be late or are unable to keep an appointment;
- Understand that we may need time to fully and accurately answer queries. We will advise if extended time is needed; and
- Advise us of any complaints or suggestions for improvement in a clear and constructive way.