

Brite Customer Service Charter

Principles

- ✓ We seek to provide our absolute best in everything we do
- ✓ We exist because of our customers: we seek to put the needs of others first; and, help each other to develop and perform to the best of our abilities
- ✓ We take the extra step for our customers: we believe small unexpected improvements deliver stronger customer outcomes
- ✓ We hold ourselves and each other accountable to our service principles and agreed performance expectations

Actions

To achieve an exceptional customer experience every-time, we will:

- ✓ Greet all customers as if in our own home
- ✓ Take ownership of our customer's enquiry or issue with a pro-active and positive mind-set
- ✓ Remain empowered, accountable, and solution focused until resolution is achieved
- ✓ Be present for our customers
- ✓ Provide accurate, timely, and up to date information
- ✓ Openly acknowledge when we have not met our own standards, and pro-actively resolve the matter to our customer's satisfaction
- ✓ Utilise complaints, compliments, and feedback as part of our continuous improvement planning

Indicators

- ✓ Benchmark current customer experiences with Brite, and undertake regular customer engagement to track our customers' experience
- ✓ Phone calls and messages will be returned within one working day
- ✓ Emails will be responded to within one working day
- ✓ Social media messages will be responded to within one working day.

At Brite, we take great pride in the service we provide our customers. As a social enterprise, focused on transforming lives through training and employment, we are equally proud of our workforce.

As a team we strive to provide an exceptional experience to all our customers, all of the time. We believe our superior customer service sets us apart and builds long-term valuable partnerships; these partnerships deliver sustainable and successful business and community outcomes for our customers and meet our social purpose

