

Strata Choice Customer Service Objectives

Strata Choice members are committed to providing high quality service to their customers. We believe that quality service means listening and responding to our customers concerns in a timely, efficient and consistent manner. In doing so our objective is to meet and exceed our customer's expectation.

Providing quality service does not always mean we will leave our customer with the outcome that they expect or seek. As such, we may not be able to provide complete satisfaction however we will be clear in our communication and provide realistic and honest advice within our scope of expertise.

Strata Choice members are committed to the process of continuous improvement in all we do. We welcome and appreciate comments from customers concerning any breakdowns or shortcomings in the delivery of our stated Customer Service Objectives. We value such comments as they help us to objectively examine the circumstances of a quality variation relating to service.

Strata Choice Customer Service Standards

To achieve our stated Customer Service Objectives, we will consistently achieve the following Customer Service Standards:

- Listen actively to our customers concerns.
- Treat our customers with courtesy and respect.
- Only give advice within our scope of responsibility.
- Behave impartially in providing advice and guidance.
- Remember the issues we deal with often relate to a persons home.
- Commit to a realistic time frame to deal with an enquiry.
- Proactively seek feedback regarding the quality of our service.
- Welcome any comments regarding service shortfalls.
- Together, achieve an agreeable resolution to our customers concerns.



Complaints Resolution Process

Most problems relating to service shortfall can be resolved quickly once we are aware of the facts, however there are times when a detailed investigation is necessary.

Any complaint received will be acknowledged by the Customer Service Department within two (2) working days of receipt. In this acknowledgement the customer is provided with an explanation regarding how their enquiry will be dealt with.

Where a service variation is identified, the Customer Service Department will ensure that the member company will provide a response and, as appropriate, details of remedial action to resolve the matter and / or matters raised in the complaint.



What Constitutes a Service Variation

Strata Choice requires its members and their employees to observe the Customer Service Standard (listed above) in the performance of their duties. The Customer Service Department will investigate any complaints and identify where one or a number of variations from the prescribed Customer Service Standards have occurred.

A Service Variation will occur in one or a number of the following circumstances:

- We did not actively listen to the concerns of the customer.
- We failed to treat a customer with courtesy and respect.
- We provided advice outside the scope of our responsibility.
- We did not behave impartial in providing advice and guidance.
- We were insensitive in dealing with enquiries related to a persons home.
- We failed to meet an agreed time frame in dealing with an enquiry.