

24. CUSTOMER CARE POLICY

MP Power Ltd is committed to putting our clients and customers first, and continued customer engagement. Our customers will receive consistently excellent standards of customer service.

MP Power Ltd is committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all services.

General Statement of Policy

As an organisation we will be:

- Courteous, helpful, open and honest in delivering high quality services
- Professional and positive in our approach, taking pride in what we do
- Well informed, so that our customers know what they can expect from us
- Effective in listening to customers when they express dissatisfaction or complain
- Treating all individuals equally and fairly.

Our customers are all the people we encounter, in connection with our work. This includes people who live in, work in or visit the areas where we work. Some of our customers will be employees, businesses and partner organisations.

What Is Customer Care and Why Is It Important?

Customer care means:

- Providing a good quality service in a friendly, efficient and helpful way. We should continually strive to improve services by ensuring good communication and a positive attitude.
- Treating other people how they would like to be treated
- Treating each person as an individual. To do this, we must understand and recognise that we are all different and that we all have diverse needs. These differences and needs can be based on our culture, language, ethnicity, age, gender, disability, literacy, sexual orientation or religion. Good customer care is about having a positive attitude towards and respect for diversity and, in turn having the flexibility to adapt our behaviour and actions in a way that is appropriate for the individual.

We will monitor our performance through self-assessment, through comparison with other organisations, and sometimes through receiving feedback through external inspections.

MP Power Ltd is developing ways of getting customer feedback and finding out whether our customers are satisfied with the standard of service they have received.

Comments, compliments, and complaints from our customers are an important part of the continued improvement of key processes that will be needed for us to be a customer-focused organisation.

Customer Complaints

The scope of this procedure is applicable to all customer orders and customer related processes.

The purpose is to define the methods for documenting and resolving customer complaints/concerns and to ensure that the customer complaint is handled effectively

All customer complaints are dealt with by the General Manager, and any complaints and concerns will be shared with the Managing Director who may intervene should this level of response be appropriate.