

Rainbow Connect Pty Ltd Customer Service Charter



Contents

Introduction	3
The Vision and Values of Rainbow Connect Pty Ltd	3
In general	4
Face to face.....	4
Over the telephone.....	4
In writing or email	5
Via the internet or social media	5
Measuring and improving the quality of our service.....	6
Helping us to help you	6
Customer service feedback	7
Access and inclusion	7
Contact us.....	8

Introduction

Our Customer Service Charter states our commitment to provide you with quality services and provides you standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve Rainbow Connect's Vision and Values identified in our Vision and Mission Statement.

The Vision and Mission Statement of Rainbow Connect

Rainbow Connect is committed to the following vision and mission:

Vision

“Our vision is to be recognised as the leader in the provision of affordable and inclusive private transfer services in the Cairns Region.”

Mission Statement

“Our mission is to provide customers with a safe, efficient, relaxed and affordable transfer service. We will achieve this through providing a highly responsive service, competitive pricing, meeting all regulatory requirements and ensuring our vehicles are spotlessly clean. We strive to provide a friendly and exceptional customer service experience ensuring that we exceed our clients' needs and expectations.”

Service standards you can expect of our employees

In general

- We will respect our customers.
- We will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us.
- We will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- We will be realistic about what we can do and in what timeframes.
- We will provide you with accurate and consistent information.
- We will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- We will actively seek your feedback on our services to ensure they meet your needs.

Face to face

- Our frontline customer service employees will wear a name badge for ease of communication.
- We will provide you with information as to what is happening within the City of Cairns and surrounding areas and provide relevant options and available services to you.
- We will listen to you and discuss your requirements fully.
- We will endeavour to satisfy your request at the time of your enquiry. When enquiries of a technical or specialised nature are made at any time, the appropriate person will be called to assist if available, or contact will be made within 24 hours to arrange an appointment or to discuss the matter over the phone.

Over the telephone

- We will endeavour to answer your call promptly.
- If the person you are contacting is unavailable, the call will be forwarded to someone who can assist.
- Where messages are left on voicemail, they will be returned within one business day.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will provide a 24 hour telephone service for urgent after hours calls.

- We will introduce ourselves using first names and business unit name and provide a direct contact number for further communications where necessary.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- We will return your telephone enquiry by the next business day.

In writing or email

- We will write to you in clear, concise language that is easily understood.
- We will send out standard information to you within 24 hours of receiving the request via the Rainbow Connect's record management system.
- We will respond to your letter or e-mail of general correspondence relating to Rainbow Connect business within 7 working days of receipt via the Rainbow Connect's record management system.
- If your enquiry requires in-depth research or follow-up that will take longer than 7 working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

Via the internet or social media

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and community engagement tools and trends.
- We will continue to review Rainbow Connect's web-based and social media platforms to further engage and connect with our community and provide additional online self service facilities and tools.

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- conducting an annual 'Customer Satisfaction' survey
- obtaining feedback from clients using feedback e.g. feedback forms and customer service surveys
- implementing quality training and coaching activities for our staff
- using key performance indicators in corporate and business planning
- using effective internal systems and corporate reporting to measure our performance
- recognising our staff for customer service delivery excellence.

Helping us to help you

You can help us to meet our commitments to you by:

- being courteous, polite and respectful of our employees
- respecting the rights of, and provide courtesy towards, other customers
- being open and honest with us by providing accurate and complete details when contacting us
- letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration detail change.
- contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable
- using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue
- working with us to help solve problems
- telling us where we fall short on our service in any aspect so that we may improve our services to you
- helping us recognise our employees by telling us when you have received excellent customer service.

Customer service feedback

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you.

Rainbow Connect is always available to assist with customer feedback, compliments and complaints. We will ensure your request or comments are dealt with appropriately by the relevant employee. Please refer to '*Contact us*' for further details.

Access and inclusion

Rainbow Connect is committed to creating an accessible and inclusive community for LGBTIQ+ clients, people with disabilities and people from culturally and linguistically diverse backgrounds by providing facilities and services that enable inclusiveness.

If you require the Customer Service Charter, or any document produced by Rainbow Connect, in another format, such as larger print or Braille, simply contact us via the details below.

If you have trouble speaking or hearing, you can receive assistance to contact Rainbow Connect via the National Relay Service as follows:

- TTY/voice calls: 13 36 77
- Speak and Listen: 1300 555 727

You may also contact Rainbow Connect directly through the national Translating and Interpreting Service (TIS) by calling 13 14 50.

For more information on the above information, or Rainbow Connect's Access and Inclusion Guidelines, you may contact us as below.

Contact us

If you would like to suggest ways in which we can improve our service, you can:

Call:

- Mob: 0404056171

E-mail:

- Rainbow Connect via: info@rainbow-connect.com.au

Internet:

- Visit Rainbow Connect's website at www.rainbow-connect.com.au or our Facebook page <https://www.facebook.com/rainbow.connect.qld>

Mail:

- Write to Rainbow Connect:
Chief Executive Officer
Rainbow Connect
PO Box 572N
Cairns North QLD 4870