

Customer Charter

Our customer charter outlines what our customers can expect when interacting with Athena 360, and how we aim to provide exceptional service.

At Athena 360, we are committed to providing exceptional service to our customers. Our Customer Charter outlines our promises to you, ensuring transparency, accountability, and dedication to your satisfaction.

Key Values:

1. Quality Services

We pledge to deliver high-quality service that meet or exceed your expectations. We thrive for excellence in every aspect of our offerings.

2. Clear Communication

We promise transparent and timely communication at every stage of our interaction with you. Whether it's about our service details, pricing, or support, we aim to keep you informed.

3. Responsive

We will be responsive to client needs while ensuring good governance and proportionality.

4. Customer Satisfaction

Your satisfaction is our top priority. We are dedicated to resolving any issues promptly and effectively, ensuring that you are completely satisfied with your experience with us.

5. Respectful and Fair

We treat every customer with respect, courtesy and fairness. We value diversity and inclusivity, and we are committed to providing a welcoming environment for all. We endeavour to remove barriers and provide accommodations to ensure equal access for everyone.

6. Privacy and Security

Your privacy and security are paramount to us. We adhere to strict data protection standards and protocols to safeguard your personal information.

7. Continuous Improvement

We are always striving to improve and innovate. Your feedback is invaluable to us, and we actively seek it to enhance our services.

You can provide feedback in any way that suits you:

Phone: 0400 723 832

Email: operations@athena360.com.au

Customer Feedback Form (available on our website)

