



Plumbing Drainage
Gasfitting LPG Services

Customer Service Charter

Our Customer Service Charter sets out our service promises to you. Providing excellent services to our clients is vital to achieving our mission.

Please provide us with feedback on how you think we are performing in our service to you. If you feel that we can improve our service then please contact us with further details.

Our Values

The following core values are expected from our team at all times. These values will be expressed in our day to day actions and decisions, and our interaction with others.

Respect
Integrity
Teamwork
Commitment and Responsiveness
Flexibility & Innovation
Accountability
Excellence

We will:

- Treat you with respect and be courteous, our staff will be helpful
- Answer your questions and needs will be attended to promptly
- Have and comply with a fair and simple complaints policy
- Use all comments and complaints to help identify areas where we need to improve our service and the steps we need to take to realise those improvements
- Respond to all phone message by the following working day
- Reply to all letters, faxes and e-mails as soon as possible, within 2 working days.
- Arrange to meet with you at a convenient time and location
- Make sure the services we provide are fair and free of discrimination
- Provide you with easy to understand information about a range of services we provide
- Demonstrate professional competence in providing advice on our service
- Comply with the NSW code of practice for Plumbing & Drainage
- Comply with the Trade Practices Act (1974)

Help us to help you

- You can give feedback by contacting us on **(02) 4577 2228**
- By email at **admin@aftplumbing.com**
- By mail at **PO Box 363, Kellyville NSW 2155**

When you contact us, describe the type of service or contact you have with AFT Plumbing as well whether we meet the standards set out in this Charter.

Feedback is also welcome on what has/has not impressed you about our performance and how our service or dealings with you can be improved.