

Why we have a Customer Service Charter

The aim of our Customer Service Charter is to provide you, the customer, with a clear understanding of the standards of service that you can expect from Hot Chippies, and your rights and responsibilities. This Customer Service Charter is our commitment to you. This charter commenced on 18 June 2009, and will be reviewed annually.

Commitment to our customers

At Hot Chippies we take a long-term view. We care for our clients as people, not just customers. Through our work, we strive to develop long lasting valuable friendships.

Our aim is to provide value through service and excellence. We provide our clients with a 'less stress' home building experience and will improve their quality of life by offering the highest standard of work.

Our values

Hot Chippies' values were developed as the basis of our relationships with our customers and underpin how we work together to achieve our goals.

Customers -	we care for our clients as people, not just customers.
Teamwork -	our employees and subcontractors work together with initiative and enthusiasm.
Safety & Health -	we work safely, and care for our customers' and each other's well being.
Honesty -	we treat everybody with fairness, equity, integrity and respect.
Community -	we care for the community by recognising our social and
environmental	responsibilities.
Quality -	we meet our challenges through innovation and using the highest quality materials and workmanship.
Leadership -	we aim to lead and be the preferred builder and renovator in the ACT.

Our commitment to quality workmanship

In undertaking building, renovation or extension projects, Hot Chippies will:

- Offer the customer all possible options.
- Maintain flexibility and assist our clients through the building process.
- Pay close attention to detail in all stages of the process.
- Use the highest quality materials.
- Use qualified and reliable subcontractors.
- Help the customer select finishes and options they will be happy with.

Our commitment to customer communication

We focus on the best possible customer service. Hot Chippies will:

- Be available by phone, 5 days a week, from Monday to Friday, between the hours of 7am and 5pm (emergency calls will be taken at any time).
- Give prompt attention to all customer correspondence. We will return all calls within 1 business day; respond to all requests for free consultations via email within 3 business days; respond to any general written or email enquiries within 3 business days.
- Provide all documentation in plain English language.
- Be courteous, friendly and efficient in all our dealings with customers.
- Strive to meet or exceed all customer expectations.
- Deliver on promises.
- Maintain communication with the customer so they are always aware of project status.
- Follow up with courtesy calls after job completion.
- Keep all customers' personal information confidential.

Our commitment to providing professional staff

Our staff are proud to be Hot Chippies because not just anyone can be one of us. Our staff will:

- Show professionalism by undertaking all work with focus and intent.
- Have a 'can-do' attitude.
- Strive to solve all problems.
- Keep a neat and tidy workplace for the safety of others and the protection of property and materials.
- Address customers and others with courtesy and respect. Hot Chippies staff do not swear or smoke on site.
- Take responsibility for their work and for the work of others under their charge.
- Order their work priorities well.
- Maintain a neat and tidy personal appearance and vehicle.

Our commitment to providing skilled subcontractors

Our subcontractors are working with Hot Chippies because they are professionals in their trade. Our subcontractors will:

- Respect the homes of Hot Chippies customers and treat them as their own.
- Deliver on their promises in a timely manner.
- Keep a neat and tidy workplace for the safety of others and the protection of property and materials.
- Address customers and others with courtesy and will only consult with the client when the site supervisor is present.
- Work with Hot Chippies staff to resolve problems that may arise.
- Maintain a neat and tidy personal appearance and vehicle.

Feedback and complaints

Hot Chippies take our customer service standards seriously. For this reason we will continually monitor all aspects of our services to you.

We are committed to act on your comments. Call us on 02 6228 3210 to provide feedback or lodge a complaint.

Complaints will be handled according to their complexity by Hot Chippies staff that have an appropriate level of experience and authority.

If we cannot provide you with a response immediately we will acknowledge the receipt of your enquiry and either return your call or send you a written reply within 10 business days.

Contact Hot Chippies

P0 Box 83 FYSHWICK, ACT 2609

02 6228 3210

02 6280 8109

mail@hotchippies.com.au