

# IRT Customer Service Charter

We are committed to providing consistently high quality service to people in our communities

## Our promises to you

We're honoured and delighted that you have chosen us  
You will remember us because we are always thinking of you  
We're open to new ideas and suggestions from you  
We'll respect you and always be supportive and caring

### Who are our customers

- ◆ Residents, clients and their families
- ◆ Business partners
- ◆ The community
- ◆ Internal colleagues

### How you can help us

- ◆ Provide us with comments, suggestions and view on any aspect of our service
- ◆ Let us know if we don't deliver on our promises
- ◆ Please inform us if you are not sure of our rights and responsibilities

## *We will deliver on our Charter*

### **We're honoured and delighted that you've chosen us**

- ◆ We will provide professional service which is caring, friendly and non judgmental
- ◆ We will value you as an individual

### **You will remember us because we are always thinking of you**

- ◆ We will update you and keep you in the loop
- ◆ We will provide you with clear, accurate and consistent information

### **We're open to new ideas and suggestions from you**

- ◆ We encourage constructive feedback on our performance
- ◆ We will acknowledge all feedback within two weeks and provide you with a summary of our proposed actions

### **We'll respect you and always be supportive and caring**

- ◆ We will provide assistance and support that respects your individual circumstances
- ◆ We will never unless required by law, disclose your personal information to any third party unless required by law