

## **Customer Relations**

### **Customer Service Policy**

Nutrihealth understands that the most valuable asset the organisation will ever have is their customers. Any development of the business including product and policy development will be with the aim of fulfilling and exceeding customer expectation.

1. Everyone in this business has the right and the responsibility to serve our customers beyond their wildest expectations.
2. We say what we mean and we mean what we say.
3. If we are unable to deliver on a promise to employees (agents) or customers, we admit our mistake as soon as possible and offer the best possible alternatives.
4. Our employees (agents) are our partners in bringing about the best solutions, services and products to our customers.
5. We acknowledge that we cannot be everything to all customers and we reserve the right to say no to customers once all other avenues have been explored.

### **Dealing with Complaints**

- 1) Attend to complaints immediately by person or phone preferably.
- 2) Understand the viewpoint of the customer and consider issue from their perspective no matter what the concern.
- 3) Thank the customer for bringing the problem to NutriHealth's attention.
- 4) If necessary ask the customer what they would like Nutrihealth to do.
- 5) Value the opportunity to exceed the customer's expectation by over-compensating with product or going out of your way to make up for any inconvenience experienced.
- 6) If someone is still not satisfied after everything that can be done has been done, then realise there are some people who will never be happy.