

## **CUSTOMER SERVICE CHARTER**

**FOR**

**COURTEVILLE BUSINESS SOLUTIONS PLC**

**Head Office Address:**

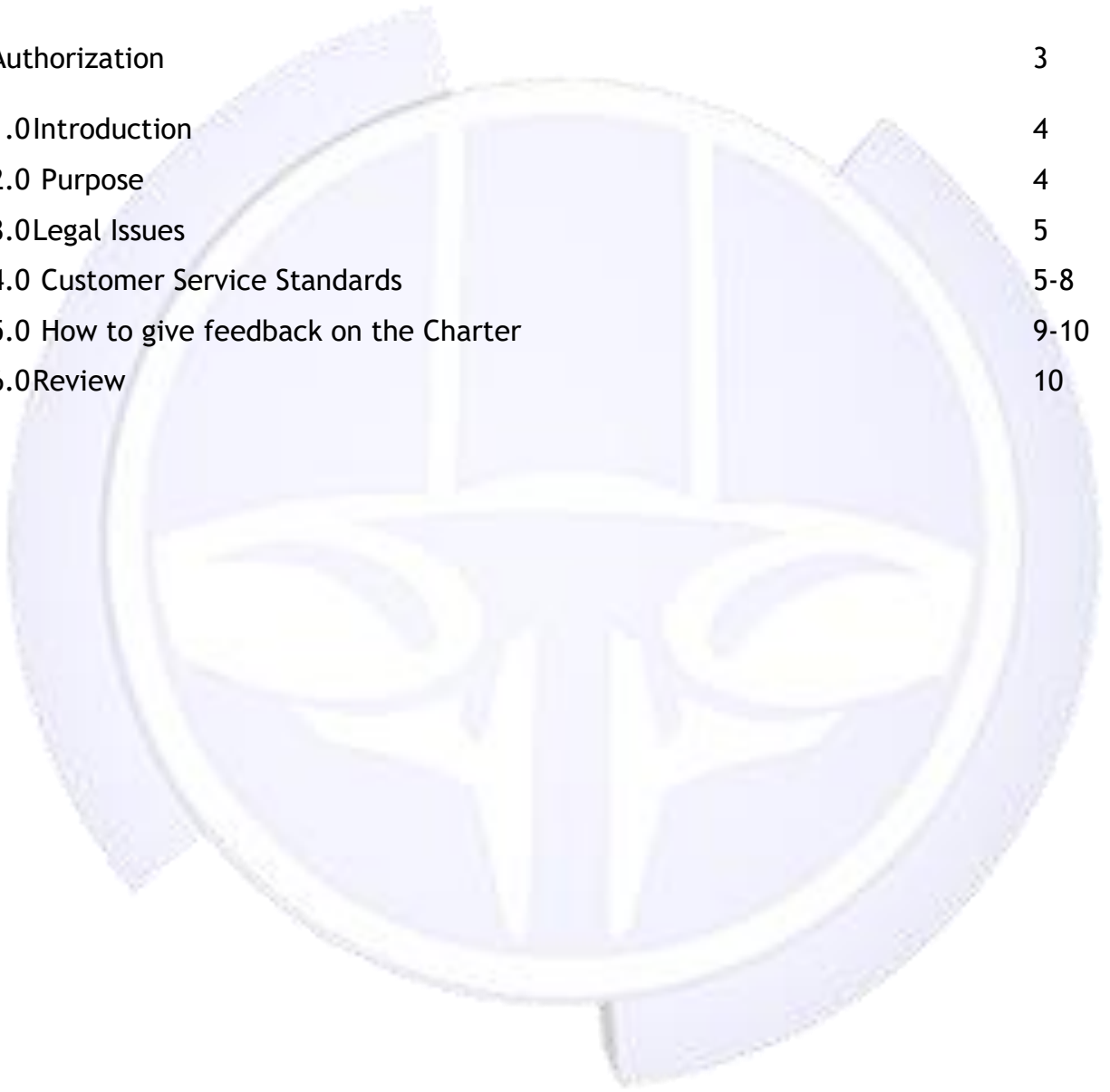
**No 38, Commercial Avenue,**


**Sabo Yaba,**

**Lagos, Nigeria**

## TABLE OF CONTENT



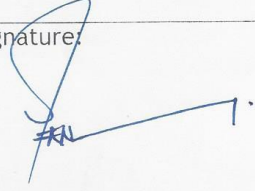
<b>Content</b>	<b>Page</b>
Cover Page	1
Table of Content	2
Authorization	3
1.0 Introduction	4
2.0 Purpose	4
3.0 Legal Issues	5
4.0 Customer Service Standards	5-8
5.0 How to give feedback on the Charter	9-10
6.0 Review	10

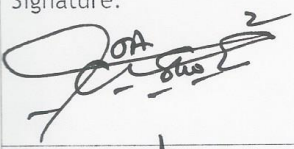
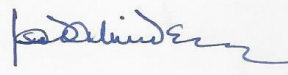


 COURTEVILLE BUSINESS SOLUTIONS PLC <small>EMPOWERING BUSINESS</small>	
DOCUMENT TITLE	CUSTOMER SERVICE CHARTER
REVISION NUMBER	00
REFERENCE NUMBER	CBS/MGT/CSC/01

#### AUTHORIZATION

The Charter is prepared for use and for compliance across the organisation by the following designated authorities.

Prepared By	Reviewed By	Reviewed By
Customer Care Center	HOD, Legal Department	HOD, Risk Management
Olayimka Aina	Joanna Oginni	Olayiwola Adedayo
Signature: 	Signature: 	Signature: 
Date: 24/10/2019	Date: 25/10/2019	Date: 25/10/2019

Deputy Managing Director	Group Managing Director
Mr. Wale Sonaike	Dr. Adebola Akindele
Signature: 	Signature: 
Date: 28/10/19	Date: 28/10/19

## **1.0 INTRODUCTION**

A Customer Service Charter (CSC) is a description of the business provided to customers, how it is delivered to these customers and what are the expected outcomes from customers' perspective. It is a set of standards or code of practice that sets out to the customer the standard of service to expect, what to do if something goes wrong, and how to make contact.

It can also be described as a framework of how businesses work with customers in terms of excellence, payment, response times and overall standards.

A Customer Service Charter is prepared as a document which is made public and must be accessible, widely circulated and displayed at strategic locations and public domains, at the spot or centres of the company's operations.

The Customer Service Charter is articulated as a document that conveys the under listed information to service takers:

- Information about Courteville Business Solutions (CBS)Plc
- What it does
- Rights and obligations of customers
- How to access its services
- To whom the charter is targeted
- Grievance Redress Mechanism and redress available in case of service failure.

Producing a service charter in CBS shows our commitment in delivering quality services to the Company's Customers.

## **2.0 PURPOSE**

- The aim of a Customer Service Charter (CSC) is to provide a framework for processes, procedures and policies towards the achievement of CBS service goals.
- The CSC will provide a good framework to bring about required cultural change to achieve better customer orientation.

- The CSC should ensure that an effective and efficient customer service operates within the company.
- The CSC should provide direction for all CBS personnel in the appropriate treatment/handling of all kinds of service related issues both for internal and external customers.
- The CSC should help to avert losses and business disruptions that may occur as a result of poor customer service delivery.
- The CSC should help to inculcate best practices on customer service ethics within the organisation.

The CSC should continually serve as a quality improvement tool in accordance with ISO 9001:2015 standard.

## **7.0 LEGAL ISSUES**

It should be noted that the Customer Service Charter is not intended to create any legal rights for customers.

To forestall the possibility of any members of the public attempting to rely on a service standard contained in a charter as a legally enforceable right, a legal phrase will be clearly stated in the Charter document stating that ***“service standards are not intended to create any new legal rights”***

### **CUSTOMER SERVICE STANDARDS:**

The CSC initiative will cover the following specific service delivery categories;

- a. Information Management
- b. Communication Exchange
- c. Enquiries
- d. Service Etiquette
- e. Turnaround time

- f. Complaints Resolution
- g. Accessibility and
- h. Professionalism

S/N	SERVICE CATEGORY	WHAT TO EXPECT FROM COURTEVILLE AS A CUSTOMER (CUSTOMERS RIGHTS)
1	Information Management	<ul style="list-style-type: none"> <li>• We will respect the privacy and confidentiality of all our customers</li> <li>• We will provide the information needed in a clear, timely and relevant manner to help make informed decisions</li> <li>• Security of information in our custody is assured</li> </ul>
2	Communication Exchange	<ul style="list-style-type: none"> <li>• When a customer contacts us via phone calls, chats, emails or messages for basic issues that are not complex, we will respond within 24 hours during office hours (8am-5pm, Mondays- Fridays) except on public holidays</li> <li>• If we are unable to meet a request due to its complexity or technical nature, we will explain why within 24 hours and keep the customer regularly updated on the status of the request on a daily basis until matter is resolved.</li> </ul>
3	Enquiries	<ul style="list-style-type: none"> <li>• We will deal with customer enquiries quickly and effectively at the first point of contact and if we are unable to provide answers immediately, we will keep the customer updated regularly until we do</li> </ul>
4	Courteous Service	<ul style="list-style-type: none"> <li>• We will acknowledge customer when customer walks in/approaches our service points</li> </ul>



		<ul style="list-style-type: none"> <li>• Staff will be helpful, attentive, respectful and courteous at all times</li> <li>• Treat everyone as an individual, with respect, dignity and decency, regardless of your race, religion/belief, gender, disability, age, marital and civil partnership status and pregnancy</li> </ul>
5	Delivery of Timely service	<ul style="list-style-type: none"> <li>• We aim to keep customers content with prompt and effective service.</li> <li>• We will attend to requests and issues based on the quality time standards set.</li> </ul>
6	Complaints	<ul style="list-style-type: none"> <li>• Complaints are important in their own rights and they can also be used as means of obtaining useful feedback from customers</li> <li>• We aim to objectively consider the views of our customers and keep customers updated if unable to address issues within the stipulated timeframe</li> </ul>
7	Accessibility	<ul style="list-style-type: none"> <li>• Both staff and facilities of CBS are accessible to customers physically during working hours (8am - 5pm, Mondays -Fridays), except otherwise communicated by posting on website or social media, sms or email or on public holidays</li> </ul>
8	Knowledgeable Professionals	<ul style="list-style-type: none"> <li>• Staff are well trained in addressing and resolving issues faced by clients or customers</li> <li>• Continuous trainings are conducted to ensure that our staff are able to give accurate and up-to-date information about our products and services.</li> </ul>

### Help us to help you (Customers Obligations):

Information	<ul style="list-style-type: none"><li>• Providing accurate and timely information to facilitate quality response and services.</li><li>• Letting CBS know when information changes, for example, customer address or phone number, etc.</li></ul>
Courtesy & Respect	<ul style="list-style-type: none"><li>• Be courteous and respectful to staff. Avoid unruly attitudes or noise at any of the Company's service points.</li><li>• Avoid the use of vulgar words on staff and other customers alike.</li></ul>
Compliance	<ul style="list-style-type: none"><li>• Abide by legal requirements and other obligations that are pre-conditions for accessing CBS facility and processing all requests brought to the service point.</li></ul>
Discouraging Fraud	<ul style="list-style-type: none"><li>• Help CBS fight fraudulent practices by reporting cases of fake vehicle documents and exorbitant prices for the renewal of vehicle documents that AutoReg process.</li><li>• Report any case of fraudulent request to CBS in writing or in person.</li></ul>
Customer Service	<ul style="list-style-type: none"><li>• Customer is expected to extend quality service to other customers in terms of quality products and customer service care.</li><li>• Helping us recognize CBS employees by telling us when excellent customer service has been received.</li></ul>



## 9.0 HOW TO GIVE FEEDBACK ON THE CHARTER

It is important for us to know what works well. By telling us when excellent customer service has been received and what we got right, it helps us to recognize the efforts of our people and to ensure we replicate best practices across our organization

When we receive complaints and feedback, it pushes us in the right direction to serve customers better. We will ensure that relevant steps are taken to attend to requests and have them properly resolved.

Should customers have any recommendations, enquiries, complaints, comments or concerns they can contact us through the following means;

1. Sending a mail to [customerservice@courtevillegroup.com](mailto:customerservice@courtevillegroup.com) or [autoregsupport@courtevillegroup.com](mailto:autoregsupport@courtevillegroup.com) (For AutoReg related matters)
2. Sending a mail to [customerservice@courtevillegroup.com](mailto:customerservice@courtevillegroup.com) or [info@napams.org](mailto:info@napams.org) (For NAPAMS related matters)
3. Sending a mail to [customerservice@courtevillegroup.com](mailto:customerservice@courtevillegroup.com) or [support@niid.org](mailto:support@niid.org) (For NIID related matters)
4. Sending a mail to [customerservice@courtevillegroup.com](mailto:customerservice@courtevillegroup.com) or [info@courtevillegroup.com](mailto:info@courtevillegroup.com) (For general enquiries)
5. Calling through the telephone numbers displayed on each of our websites, sending a letter addressed to the Group Managing Director or the Deputy Managing Director (Business Development & International Businesses)
6. An automation of complaint capture, tracking, follow up and escalation is implemented for efficient and accurate customer service through the Helpdesk/ Live chat Portals

We shall issue an acknowledgement of receipt and aim to resolve the issue within 24 hours - 72 hours (exclusive of public holidays and weekends). However for issues that will need to be escalated beyond the Organization, a larger time frame might be required but we will notify the customer accordingly and give a regular progress report.

As part of the strategies of deepening business relationships and optimizing stakeholder values, CBS will ensure that the public has access to us and can reach out to us through several means ;

- Customer Care Centre mobile numbers (0700-COURTEVILLE, 08028994830, 08079204671)
- Call Center Applications
- Helpdesk to be able to chat with Customer Experience Consultants on all our websites
- Whatsapp chats and Online Portals are in place to handle all enquiries from customers and reverting promptly. (08028994830)

#### **10.0 Service Charter Review**

The CSC shall be reviewed every 3 years by the Customer Care Center team with approval from Management. However reviews can be done at any time earlier than the 3 years stated above where necessary.