

DATAFLEX PTY LIMITED

Customer Service Charter

This charter tells you the standard of service you can expect from Dataflex and what to do if you are unhappy with the service you receive.

General Manager Statement

We know you value good customer service. Our aim is to give you access to high-quality products & services that work for you. This Service Charter tells you what you can expect from us and how to let us know if we are doing well or could do better. It also tells you about how we keep an eye on ourselves by measuring whether we are meeting our commitments to you.

Chris Churchill
General Manager
Dataflex P/L

About us

Dataflex is an all-encompassing Information Technology (IT) service provider with a presence in the Australian market for over 23 years. Dataflex supply IT design, provision and support services, including helpdesks, networks, storage, voice communications, disaster recovery and backup arrangements, and cloud computing implementations. A customised approach is key to our success as one of Australia's leaders in supplying to Commonwealth, State & local Government, Education and Corporate market places.

Our focus on versatility and adaptability, and our relationship with top-tier providers allows clients to access a range of trusted products via a single service entry point. Our clients are supplied with integrated environments that address business challenges and allow them to achieve sustainable excellence in their IT strategies.

What you can expect from us

We are committed to providing responsive, timely, effective and consistent services to you.

We will do this by:

- Making it as convenient and easy as possible for you to contact us or do business with us in person, over the phone or through the internet across Australia providing appropriate and high quality products & services;
- Staff with the knowledge, authority and responsibility to deal with your enquiries or to be able to refer you to someone who has.
- Responding to you in a professional manner;
- Providing accurate and clear information;
- Act in a professional and courteous manner
- Demonstrate integrity
- Providing Leadership in information and communications technology (ICT);
- All inward communication will be responded to within reasonable timeframes specific to the communication received (e.g. fax, email, letters and voicemails)
- Consulting our customers and stakeholders; and
- Responding to feedback.

How you can help us

Everyone can help us by:

- telling us as soon as possible of any problems or potential problems
- treating our staff courteously
- provide accurate information to us with regard to the products or services you are seeking
- providing feedback to enable us to improve our service
- working with us to solve any problems you may have.

Our communication

We encourage open communication with our clients.

Whatever the stage of your transaction we will:

- Stay in touch with you and regularly update you on the status of your transaction
- Encourage you to call us or write to us with any enquiries you may have
- Aim to answer your call or respond to your email or letter promptly. If no-one is immediately available to address your query, we'll find an appropriate staff member to contact you as soon as possible
- Be happy to welcome you to our Canberra office or, where appropriate, meet at your office. You can make an appointment by calling the staff member you are dealing with or the main switchboard on (02) 62951 999.

How will we know whether we have met our commitments to you?

We will be asking you through regular surveys, listening to your feedback and talking to customer stakeholders to monitor how well we are doing. The results will be used to regularly update and improve the way we deliver products & services to you.

We value your opinion and want to hear what you think about the quality of our products & services. We want to know about the things you like about us and if you have any suggestions about how and where we could do better.

We also want to hear from you if you have a complaint, as your experience can help us to improve our service to you and to others. We strive to provide a consistent level of service by ensuring that our processes are established and reliable.

To tell us anything about our products or service, you can:

- Call our head office on **02. 62951 999** between 8.30 am and 5.00 pm Monday to Friday
- Visit our website at **www.dataflex.com.au** and click on the 'contact us' link to send us an email
- Talk with a Dataflex staff member at any of our offices
- Write to us at:

The General Manager

Dataflex P/L

Level 2 – 9 Sydney Ave Barton ACT 2615

Complaint resolution timeframes

Whether you complain to us over the phone, via e-mail or letter, we will try very hard to sort things out on the spot. We endeavour to acknowledge e-mails within 4 hour, and letters within 5 working days. We endeavour to resolve all complaints within 5 working days.

If your complaint is more complex, we might require a bit more time to investigate it. If so, we will let you know:

- ♣ What we need to do;
- ♣ Approximately how long it will take

We will complete all investigations and provide you with a full response to your complaint within 30 calendar days.

Your privacy

Your personal information is protected by law. We cannot look at, use or disclose any personal information we have about you unless it is allowed under the *Privacy Act 1988*. If you think that Dataflex has breached your privacy or confidentiality, you can make a complaint to Dataflex by contacting the General Manager on

02. 62951 999

You can contact the Office of the Privacy Commissioner if you are still unhappy or if you want to talk to someone other than Dataflex. You can find more information about the Office of the Privacy Commissioner at www.privacy.gov.au or by calling **1300 363 992**.

How to contact us

By Phone: Call the Dataflex head office: 02. 62951 999

By E-Mail: View the contact us section of the Dataflex web site – www.dataflex.com.au

By Mail: Level 2 – 9 Sydney Ave Barton ACT 2600

How to find out more about other relevant Dataflex information

You can obtain Dataflex corporate information, product information and product brochures from the Dataflex website at www.dataflex.com.au