



DIMARCORP
Group

CUSTOMER EXPERIENCE CHARTER

SHAPING THE FUTURE OF CARE

ABOUT _____

At Dimarcorp Group, our clients and partners are at the heart of everything we do.

We're committed to making every interaction, whether with our consulting, education, or marketing teams, positive, professional, and responsive. No matter who you connect with across our group, you can expect the same high standard of care and service.

we believe in always striving to do better. that's why we continually review and improve the way we work, so our services keep evolving to meet your needs.

Our promise is simple:
consistent, reliable, and exceptional customer
experiences, every time.



MISSION —————

Our mission is to support Australia's care sectors to enhance their financial performance and ongoing business sustainability. We are committed to providing "blue ocean" initiatives to our clients to ensure that they are sustainable and competitive on an ongoing basis.

Blue Ocean Strategy is a framework that encourages innovation by creating new demand and untapped markets for products or services, rather than competing for the same customers in existing markets, a situation often described as a Red Ocean Strategy.

Dimarcorp Group is dedicated to supporting the charitable and not-for-profit sector in strengthening financial sustainability and improving outcomes for the communities they serve. At the same time, we are proud to offer the same high level of service, care, and commitment to all clients, regardless of their mission, purpose, or profitability goals.



OUR VALUES

Our clients make decisions guided by their values, and we are committed to doing the same. The values we have adopted form the foundation of our organisation and shape the way we work and engage with every client.

INNOVATION

We pride ourselves on offering innovative solutions to meet our client's current and future needs. We recognise that there is not a single solution to suit everyone and therefore, we adjust our approach in response to our client's individual needs.

STEWARDSHIP

All of our team members are proactive in their customer service approach, taking the initiative to lead interactions with clients to keep them up to date of the status of projects; building and maintaining strong relationships.

RESPECT

Respect is the fundamental aspect of any interpersonal interaction. We treat everyone with respect, by being courteous, non-discriminatory, and taking our client's individual needs into consideration.

DILIGENCE

We believe that attention to detail and being meticulous is important in providing any service. We are committed to constant and earnest effort to accomplish what is undertaken by being thorough and detailed in our communications.

COMMUNICATION

The Fundamentals Of Our Customer Service

Communication is a key part of our business and timely, accurate communication to our clients is a foundation of our service model and ultimately our reputation.

Our Team Aims To:

- Answer all incoming calls promptly
- Respond to phone message within three hours
- Respond to emails within one business day
- Resolve customer complaints in a timely fashion

We are committed to open communication with our clients ensure that we keep in regular contact during any project or provision of service.

When problems arise, we focus on open, non-judgemental communication that avoids blame and works toward proactive solutions. At the same time, we aim to build strategic partnerships with our clients, acting as an extension of their organisation to ensure seamless collaboration and clear communication.



Customer Survey

We value feedback as part of the evolution of our services. We regularly invite our clients to provide feedback in relation to the services we provide and to identify opportunities for enhancing our services. The Customer Survey is conducted on a frequent basis with the results communicated to our team.

COMPLAINTS

We value all feedback, positive or negative, as it helps us continually improve our customer service. If you are dissatisfied with any aspect of the service provided by Dimarcorp Group, or by anyone acting on our behalf, we encourage you to let us know.

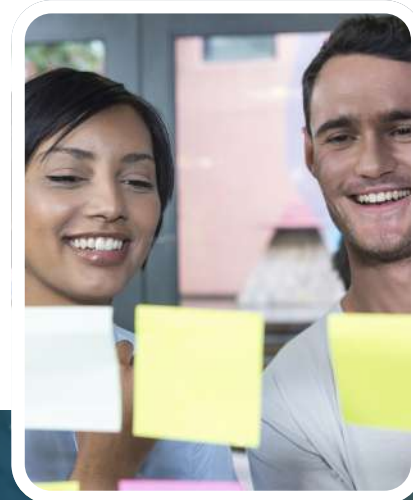
We take all complaints seriously and see them as an opportunity to improve. Our goal is to resolve issues promptly, fairly, and transparently, ensuring a better experience for all our clients.

All complaints are treated confidentially and thoroughly investigated. We work closely with you to reach a fair and mutually agreeable resolution.

How to Submit a Complaint

To help us address your concern efficiently, please provide:

- Your name and contact information
- The department or individual your complaint is directed to
- The service or product your complaint relates to
- A clear description of the issue
- Any supporting documents
- The resolution you are seeking



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FEEDBACK

We understand the importance of feedback. Any feedback we receive will use as part of our continuous improvement process. This process involves the following steps: Evaluate, Research, Plan, Educate and Implement.

Positive and negative feedback helps us to improve our service, measure our customer satisfaction and provide actionable insight to create a better customer experience. It help us to improve customer retention and to deliver tangible data that can be used to make better business decisions.

We pride ourselves on the fact that we collect feedback from our clients proactively rather than passively. We regularly provide customers with surveys, feedback forms and invite to take part in online surveys tailored to individual events such as training sessions.

If you would like to provide constructive feedback, lodge a complaint, or offer a compliment, we encourage you to contact us.



✉ consulting@dimarcorp.com.au

☎ 1300 78 55 11

🌐 www.dimarcorpgroup.com.au

