



DOCUMENT TITLE: CUSTOMER SERVICE POLICY

(Our customer service pledge to our esteemed customers)

Document No: GHL/ABJ/BD/CSP/-/001

Who we are:

We are a dedicated Procurement and Supply Management (PSM) Solution Provider; enabling our clients and partners to focus on their core business by offering those supply chain solutions that are qualitative, efficient, and responsive; in addition to being customer focused.

Incorporated in 2011, GHLI-L is poised to become a leader in the provision of logistics and supply chain management solutions. We set ourselves apart from competition with our team of supply chain management professionals and by offering more flexible and efficient services, all tailored to meet the client's needs & specifications.

We leverage on our knowledge of the industry and presence in strategic locations (Abuja, Lagos, Asaba, Kano, Jos and Lafia) of the country to achieve the best speed and service possible, which is in line with our mandate of delivering world class supply chain management solutions.

Our Vision:

“To be the preferred supply chain solution provider”

Our Mission:

To enhance the performance of our partners through the provision of total supply chain solutions effectively & efficiently.

Our Values:

At GHLI-L we value;

- ✓ **Our People:** We respect, care about, support and develop our people. We provide a safe workplace where people can explore opportunities, innovate and achieve high levels of personal job satisfaction.
- ✓ **Innovation:** We operate differently to achieve efficiency, cost effectiveness and timely service delivery. We build a foundation on new and proven ideas, with the belief that doing things differently will improve the environment.
- ✓ **Commitment:** We adhere to our beliefs and deliver on our promise.
- ✓ **Responsiveness to exceptional service:** Our clients, employees and stakeholders are always in the loop of on-going activities and always ready to take the necessary actions to meet specific needs.
- ✓ **Quality:** We work to maintain the quality of our services by standardization of our process and ensuring quality control measures in our systems are adhered to.

- ✓ **Partnership:** We improve our business alliance by identifying the benefits, responsibilities, and interests of partners and working collaboratively with them to ensure optimum results & performance of on-going projects.

1.0 OBJECTIVE OF THE POLICY STATEMENT

This policy seeks to establish GHLI-L's commitment to customer service in line with its vision & mission statement. The purpose / objectives of this policy is;

- To provide guidance to staff and customers in relation to the standards of service and the process for making, enquiries and requests, and complaints in relation to GHLI-L services.
- To facilitate consistent standards of service delivery across the organization and to provide a mechanism whereby compliments and complaints are received and processed.

2.0 SCOPE

The scope of this customer service policy will include how to handle all interactions (complaints & enquiries) with our customers/clients through the following mediums;

- Face-to-face interactions
- E-mails
- Telephone calls
- Letters/RFP
- Social media (Twitter, LinkedIn and Facebook)

3.0 POLICY STATEMENT

3.1 GHLI-L'S COMMITMENT TO CUSTOMER SERVICE

- The organization is committed to the provision of timely, efficient, consistent and quality services provided by polite and helpful officers that meet our customer's expectations.
- The organization places great emphasis on the efficient handling of complaints. GHLI-L aims at all times to provide quality service. GHLI-L may not be able to provide complete satisfaction but will always be trying for the best possible solution.
- To achieve this, customers are encouraged to voice their views, and from GHLI-L's perspective, work toward increasing customer satisfaction and continuously improve its services by responding to customer complaints as efficiently and effectively as possible.

3.2 WHO IS A CUSTOMER

A customer is any person or organization having dealings with or using the services of the Organization. They are the very reasons for our existence. A customer can be internal (colleagues) or external (visitors, clients & customers).

3.3 GHLI-L'S SERVICE STANDARDS

What GHLI-L expects from its staff at all times towards the discharge of their customer service duties include, but not limited to the following:

- Professional and informative approach
- Courteous, polite and friendly manner
- Efficient execution of tasks
- Commitment to listening and responding to customer needs
- Referral of requests to the appropriate person or agency if unable to fulfil customer requirements
- All information will be treated with the highest level of confidentiality
- Acknowledgement and respect for customer's time.

3.3.1 When a customer visits our office or calls any staff on the phone.

Staff will attend to the customer and/or answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers. If staff cannot deal with the enquiry they will provide the customer with the name of the person or agency to which the request or enquiry should be referred. If that information is not readily available, staff will request the relevant person or agency to contact the customer directly. Telephone calls to the organization will be returned at the first opportunity within 24 hours, however where information is not readily enquiries must be answered within four (4) days.

3.3.2 When a customer writes or emails.

The Organization will acknowledge all written requests or enquiries within 24 hours. The response will be either in full, or as an acknowledgment outlining the name of the person handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondence will be as prompt as possible, courteous and written in plain English but may contain some technical terms by necessity.

A more detailed response will be provided within a further four (4) days, however when matters cannot be resolved in that period the customer should be advised and a favorably timeline given.

3.3.3 Customer enquiries/request.

All customer enquiries and requests received by the organization must be dealt with appropriately within 48 hours of receipt. If the staff that received the enquiry can't deal with it, they must make sure that it is directed to the appropriate officer/s for further action. Enquiries and requests can be made by telephone, in person, writing or via e-mail.

3.4 GHLI-L'S EXPECTATIONS OF THE CUSTOMER

In order to fully meet the needs of our customers in delivering an efficient & quality customer service, GHLI-L would love to ask its customers:

- To treat staff with respect, in a civil and courteous manner.
- For patience and understanding when issues have been reported and being resolved.
- To provide information that is clear, concise and complete.
- To phone to make an appointment for a complex enquiry or when there is a need to speak with a specific officer.
- To phone the officer nominated on correspondence sent to the customers, whenever a customer service issue arises.

3.5 COMPLAINTS

3.5.1 What is a complaint?

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behavior of an employee or agent, which can be investigated and acted upon and has been specifically referred to the organization for action. From an operational perspective, a complaint is also an opportunity for the organization to review certain processes to ascertain whether they can be improved.

3.5.2 What is not a complaint?

- A request for service (unless there was no response to a first request for service).
- A request for information or an explanation of a policy or procedure.
- Disagreement with a policy or decision of the Organization.
- An appeal or request for internal or external review of a decision for which a structured process applies, other than that made as the result of a complaint.
- An expression concerning the general direction and performance of GHLI-L or its Staff.
- An expression of dissatisfaction with the behavior of GHLI-L or its Staff.
- Reports of damaged or faulty infrastructure.

Many of the issues above are often misconstrued as 'complaints' when a customer contacts the organization. They are referred to as such because a customer is unhappy about a particular situation and wants something done. Due to the nature of service the organization provides, the actions taken to resolve some of these issues are generally part of its standard working practices and daily activities. These issues will be dealt with separately as a "request for works" and do not form part of the formal complaints management process.

3.5.3 Complaints Management Process

The Director of each Department in the organization is responsible for handling complaints relevant to that Department. While most problems can usually be resolved at an early stage, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred to the Managing Director/CEO. Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within six (6) days.

There will be times when it will not be possible to meet this deadline, e.g. where a complaint is a complex one and the Directors/MD need to be briefed on the outcome of the investigations. In these cases, the organization must endeavor to keep the customer informed of progress.

3.5.4 Forms of Complaint

A complaint may be lodged orally (by telephone or with front desk officers) or in writing. A customer complaint will be referred to the relevant Director and may be responded to orally by phone, by meeting with the Director to discuss the complaint, or in writing.

If the complaint relates to a complex matter or there is no resolution after discussing the matter with the Director, the complaint will then be referred to the Managing Director/CEO for consideration. At this stage, all complaints should be submitted in writing, setting out the complaint details as simply as possible.

To assist the organization deal with a complaint, the customer should include the following (if relevant):

- a) Date, time and location of events
- b) Details of the event or issue (i.e. what happened)
- c) Whom the customer has spoken (names, position in the organization and dates)
- d) Copies or references to letters or documents relating to the complaint.
- e) State what the customer hopes to achieve as an outcome to the complaint.

3.5.5 Internal Review

Experience has shown that majority of complaints can be satisfactorily resolved by the relevant Director of the unit. However, a person who is not satisfied with the outcome may request a review of the complaint by the Managing Director. In this instance, the request must be made in writing. The MD/CEO will inform the customer of the findings on completion of an investigation.

3.5.6 Consideration of a Complaint.

In considering a complaint, the relevant Director or the Managing Director/CEO will:

- Examine and analyze the information already available and follow up points requiring clarification
- Look at GHLI-L's Policies which might have a bearing on the complaint

- Consider whether or not GHLI-L is at fault
- Consider any necessary action to be taken to correct the faults identified; and
- Consider a review of GHLI-L's procedures to avoid recurrence of any similar complaint in the future.

The relevant Director or MD/CEO may enter into informal discussions or mediation on a complaint with a view to resolution. Should this process not resolve the situation it may be referred to the board of directors.

3.5.7 Vexatious Complaints

All complaints received by the organization will be treated with the utmost seriousness, however, if a complaint is found to be malicious, frivolous or vexatious, no further action will be taken on the complaint. The customer will be informed of this decision in writing.

3.5.8 Anonymous Complaints

In the event of the receipt of an anonymous complaint, the organization will act on them where the matter is considered to be serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

3.5.9 Protection of Customer

The organization will do all within its power to ensure that the reporting of complaints will not result in a customer experiencing any form of victimization or retribution as a result of the complaint.

3.5.10 What if a customer is not satisfied with the resolution of the Complaint

The organization is confident in its ability to resolve the majority of complaints received. However, we understand that it might not be able to satisfy every customer on every occasion. If a complaint remains unresolved or a customer is dissatisfied with the process in dealing with a complaint, there are other avenues available for the customer, which include referral to:

- The consumer protection agency is a body set up by the Federal government of Nigeria and is responsible for investigating complaints made about administrative actions or inactions of service organizations in the country.

3.5.11 How customers can contact GHLI-L

A customer can contact the organization to make an enquiry, compliment or a complaint through the following avenues:

- In person by visiting the organizations head office at , No 11 Bumbuna Street Wuse Zone 1 Abuja during the hours of 8:30 am to 5:00pm Monday to Friday, or any of our regional offices.

- By telephone on +234 (0) 7098730996 during the hours of 8:30am to 5:00pm Monday to Friday.
- By Email to info@ghli-l.com

4.0 AVAILABILITY

This Customer Service Policy is available:

- For public inspection at the organizations Office during normal office hours,
- On the organization's web-site free of charge

5.0 REVIEW

This Customer Service Policy will be reviewed at least once every four (4) years.

Customer Service

Charter -DRAFT

CUSTOMER SATISFACTION COUNTS

As we strive to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you.

Please phone us on +234 (0) 7098730996 or visit our website www.ghli-l.com.ng

