

# JAMES BENNETT

## CUSTOMER SERVICE CHARTER

The Library Services Team at James Bennett is committed to providing high quality services to customers and work diligently to understand your needs and expectations. Our focus is to deliver excellent standards of service every time you contact us and to assist you in all facets of your collection development.

*A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider to our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.*

*Mahatma Gandhi*

To do this, we aim to

- Process 80% of orders within 1 working day and 100% of orders within 2 working days.
- Respond to all queries within 1 working day
- Achieve less than 0.5% of complaints received against overall despatches

Our friendly, knowledgeable and helpful customer service team can provide assistance and information for all our customers. Our online systems are designed to be intuitive and efficient providing effective knowledge management.

We want all our customers to be satisfied all the time and we will measure satisfaction and take action to improve our products and services. We continually review our processes and we will always consider any new ways to improve what we do. Your feedback is welcome to help us achieve these aims. If a complaint arises, we will deal with it fairly and openly and work towards mutual solutions. Your compliments are also welcome.

We will share our learning with you and ask you to join our pursuit of service excellence. There is mutual benefit in capturing feedback and monitoring satisfaction and as part of our continual improvement practices, we will be responsive, creative and innovative in how we move forward.

**Our goal is to be the supplier of choice, exceeding customer expectations and achieving distinction in an ever changing and challenging knowledge services environment.**

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