



# MORNINGTON PARK WASTE TRANSFER STATION

## CUSTOMER SERVICE POLICY

Mornington Park Waste Transfer Station is committed to excellence in customer service at all times.

To deliver on that commitment the staff, contractors and tenants will work together to satisfy the customers' needs in order to win their loyalty and generate repeat business. MPWTS will achieve this outcome by ensuring all workers provide excellent service to our customers by following the MPWTS Customer Service Standard Guidelines.

MPWTS will provide ongoing learning and development opportunities for our workers to ensure appropriate skills in order to meet customer needs and expectations.

MPWTS will regularly seek and act on customer feedback to improve the quality and range of services offered. Importantly, where we may have 'got it wrong' we will work to 'make it right'.

This policy applies to all workers and site users (including contractors and tenants) and to any person or organisation that acts for or represents the company.

**Wesley Hazell**  
Managing Director

Title	Customer Service	Reference	Policies	Issue Date	29/07/2013	Version 6S
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