



គណៈកម្មាធិការ
សហប្រតិបត្តិការដើម្បីកម្ពុជា

Cooperation Committee
for Cambodia

Comité de Coopération
Pour le Cambodge

CUSTOMER CHARTER

“Our Commitment to Quality Service”

June 2010

TABLE OF CONTENTS

Statements

I. Introduction	1
II. Our Service Commitment	1
1. Our Service Standards	1
2. Hours of Operation	2
3. Our Reception	2
4. Telephone Calls	2
5. Correspondence/ E-mail	2
6. Contact via Website	2
7. Easy Access to Information	2
8. Feedback/ Consultation	3
9. Staff Members	3

STATEMENTS

Statement of Chair of the CCC Executive Committee

Laws and policies are necessary for any organization to guide their practice. These are only helpful when they meet the obvious needs of the organization.

CCC is growing! It is natural therefore, that CCC policies and procedures must be revised to accommodate that growth. One of the key organizational policies is this Customer Charter and it has been developed and updated in order to promote within CCC.

This revision becomes effective immediately upon my signature below and remains in effect until any future revisions are properly approved.

Approval:

This Customer Charter has been formally approved by the CCC Executive Committee, after review and consultation with the CCC Executive Director, Senior Management Team and CCC Staff. These provisions take effect from date endorsed by the Executive Committee.



Date: 29 / 06 / 2010

Dr. Sam Inn

Chairman of CCC Executive Committee



គណៈកម្មាធិការ
សហប្រតិបត្តិការដើម្បីកម្ពុជា

Cooperation Committee
for Cambodia

Comité de Coopération
Pour le Cambodge

Customer Charter

“Our Commitment to Quality Service”

I. Introduction:

A Customer Charter is an open and public commitment from us to you, our members, to deliver quality services and maintain the highest levels of customer satisfaction.

We use this charter to outline what you can expect to receive, and how you can expect our staff to behave when you deal with CCC. As well, this charter empowers you to provide us feedback, including how you may help us to achieve the standards that we have set for ourselves.

The standards documented in this charter are those that the CCC, the Executive Committee, Executive Director, Management and all staff members are committed to delivering based on our vision, mission and values.

- **Our vision:** a strong and capable civil society, cooperating and responsive to Cambodia's development challenges.
- **Our mission:** as a professional association of NGOs, to provide quality services to civil society and influence Cambodia's development partners with our collective voice.
- **Values:** Integrity, Cooperation, Responsiveness, and Quality.

The charter will be reviewed periodically, and our performance in upholding the standards of customer service outlined in the charter will be appraised through survey results from our members, the Executive Committee, Executive Director, Management and all staff members.

II. Our Service Commitment:

The CCC is committed to provide high quality, efficient and timely services to our members and to the general public.

1. Our Service Standards

- We will provide our members and the general public with information on our service standards through our website and publications.
- We will put in place a range of new on-line resources to improve services offered to our members and the general public.
- We will respond to enquiries within 24 hours.

2. Hours of Operation

- Our standard operation hours are from 7.30am to 12.00 noon and 2.00 pm to 5.00 pm. Monday through Friday, excluding public holidays.
- When the office is not open during these hours, a contact number: 012 818 691 is always standby for urgent queries.

3. Our Reception

- We will ensure that all visitors are treated with friendliness, courtesy and sensitivity and that waiting time is kept to a minimum.
- We will ensure that reception and meeting rooms are clean, accessible and maintained to a high degree of comfort and safety.
- We will ensure that CCC provides the warmest welcome and highest respect to members and visitors.

4. Telephone Calls

- We will ensure all central calls are answered promptly and politely **and that reception staff members give their full name and say thank you for calling, this is CCC and what can I do for you when answering the telephone.**
- We will ensure that reception staff have up-to-date information to enable them to handle calls in the most efficient and effective manner
- If a query cannot be dealt with immediately, we will ensure that the caller's contact details will be taken and that the call will be returned or the information issued in writing to the caller as soon as possible and not later than 2 working days.
- If the information required by a caller is not available, CCC will endeavor to advise on a possible alternative source for that information.

5. Correspondence/ E-mail

- We will acknowledge all correspondence within 24 hours and issue a definitive reply to routine queries within three working days and within 10 working days to complex queries involving research or further consultation.
- We will ensure that replies are clear, using technical terms only where this is absolutely necessary and ensure that all replies carry a contact name, telephone number and e-mail address.

6. Contact via Website

- All feedback/email sent to the general email on the CCC website will be collected and forwarded directly to the person best suited to assist you and you will be contacted within one business day.
- While we aim to answer all queries in one business day, some answers may take longer, depending on the nature of the inquiry. Should we not be able to provide all necessary information within that time, you will be informed, and kept up-to-date on the progress of the inquiry.

7. Easy Access to Information

- We will continue to produce printed material which is well designed, readable and accessible
- We will ensure that the information available on the CCC websites is clear, up-to-date and accurate
- We will ensure that the report/minutes of workshop/events/training are made available to the participants 10 working days post event

8. Feedback/ Consultation

- We will continue to listen and reflect on CCC members, partners and other relevant stakeholder's feedback to ensure the quality of our services
- We will seek the views of staff members on the development, delivery and review of our services
- We will identify measures for obtaining feedback on the services provided by CCC.

9. Staff Members

- We will ensure that standards applied to external customers will apply equally to staff members.
- We will ensure that all processes and services involving the staff members comply with the CCC policies and procedures.
- We will promote a culture of respect, cooperation, responsiveness, and quality among all staff members.
- We will provide for and actively encourage continuing professional development and training for staff.
- We will articulate job descriptions, in partnership with individual staff members and their staff representatives, with clear goals and responsibilities and ensure that these are understood by all staff members.