DMBUILD Customer Service Plan

Structured communication, enquiry handling and complaints management procedure for clients, partners, stakeholders and the public.

PLAN FOCUS

Customer Service

RESPONSE MODEL

Prompt & Fair

SERVICE CHANNELS

Multi-Point

PLAN OVERVIEW

DM Composites is committed to delivering high-quality products, solutions and services while ensuring enquiries, complaints and requests for assistance are handled promptly, professionally and courteously.

SERVICE COMMITMENT

Clear communication. Accountable action. Continuous improvement.

This redesigned plan presents the customer service procedures, performance standards, team responsibilities and reporting systems in an easy-to-follow operational format.

Introduction and Objectives

The plan defines how enquiries, complaints and requests for assistance are received, tracked, resolved and improved.

INTRODUCTION

At DM Composites Pty Ltd, excellent customer service is a key priority. The organisation is committed to prompt, professional and courteous responses that support strong long-term relationships and satisfaction with the work delivered.

OBJECTIVES

- Provide clear, transparent and accessible communication channels for enquiries, complaints and assistance requests.
- Ensure all complaints and enquiries are handled promptly, fairly and professionally.
- Maintain performance standards for timely and accurate responses.
- Equip staff with the skills and knowledge required to deliver high levels of customer service.
- Maintain accurate records of customer service interactions, complaints and resolutions.
- Continuously improve customer service processes through feedback and regular review.

Outcome: consistent service standards across public, client and stakeholder interactions.

Enquiry and Complaint Handling Procedure

A structured pathway from first contact through to final response and feedback.

PROCESS FLOW

1 Initial Point of Contact

Enquiries and complaints are directed to designated customer service staff trained to manage customer interactions.

2 Acknowledgment of Receipt

The customer receives an acknowledgment within 24 hours, including the responsible staff contact details.

3 Assessment and Action Plan

The issue is assessed by nature and complexity, with further information, internal input or site visits arranged as required.

4 Resolution

Simple enquiries are targeted for resolution within 48 hours. Complex matters receive a timeline and progress updates.

5 Escalation

Unresolved matters are escalated to senior management or a relevant technical expert, with the customer informed of the new point of contact.

6 Final Response and Feedback

A final response is issued with actions taken or solutions implemented, and the customer is invited to provide feedback.

CUSTOMER RESPONSE PRINCIPLES

- Be prompt: acknowledge quickly and communicate realistic timeframes.
- Be fair: assess the issue based on facts, impact and complexity.
- Be clear: explain the action plan, escalation pathway and final outcome.
- Be accountable: record every complaint, response and resolution.

Staff Education Programs

Training requirements to maintain consistent service quality across office and site teams.

TRAINING AREAS

1 Customer Service Training

Active listening, empathy, conflict resolution, clear communication and professionalism in all interactions.

2 Product and Service Knowledge

Knowledge of DM Composites products, services, FRP solutions, industry standards and compliance requirements.

3 Complaint Resolution Training

Techniques for difficult conversations, de-escalation and issue resolution that protects the customer relationship and company reputation.

4 Ongoing Development

Regular refresher training, updates on policy or procedure changes, and use of customer feedback to improve service delivery.

TRAINING INTENT

The training program ensures staff can respond confidently, resolve matters appropriately and communicate technical information accurately across office, project and public-facing environments.

Performance Standards

Indicative standards for acknowledgement, response, resolution and service quality measurement.

HANDLING ENQUIRIES AND COMPLAINTS

Service area	Target	Standard
Acknowledgment	**Within 24 hours**	All enquiries and complaints are acknowledged regardless of communication method.
Simple enquiries	**Within 48 hours**	Straightforward requests receive a response or resolution within the target timeframe.
Complex matters	**Initial response within 72 hours**	Customers receive an initial response and estimated resolution timeline when investigation is required.
Resolution target	**Within 5 business days**	Most matters are resolved within this period. Longer timeframes are communicated with progress updates.

CUSTOMER SATISFACTION

Customer satisfaction surveys will be conducted regularly to gauge service effectiveness. A target satisfaction rate of 90% will be set, with corrective actions taken where the target is not met.

Customer Service Team Structure

Defined roles for managing enquiries, complaints and technical escalation.

NUMBER AND QUALIFICATIONS OF CUSTOMER SERVICE STAFF

Customer Service Manager

Senior staff member with experience in customer relations and complaint resolution. Oversees the process, company standards and performance targets.

Customer Service Representatives

Trained staff managing the initial intake of enquiries and complaints with strong communication skills and knowledge of DM Composites products and services.

Technical Experts

Engineering or product development personnel engaged when an enquiry or complaint requires in-depth technical knowledge.

TRAINING REQUIREMENT

All customer service staff undergo regular training to remain current with best practices, industry standards and changes to company policies or procedures.

Enquiry Points and Availability

Accessible contact points for customers, stakeholders and public infrastructure enquiries.

ASSISTANCE POINTS

1 Head Office

Primary customer service centre available during business hours for phone, email and in-person enquiries.

2 Online Enquiry Portal

Website form for enquiries and complaint submissions, with automated acknowledgment and follow-up.

3 On-Site Assistance

For large or public infrastructure projects, site assistance points and signage provide direct access to site management contacts.

HOURS OF AVAILABILITY

Standard Customer Service Hours

Monday to Friday, 9:00 AM to 5:00 PM local time. Support is available by phone, email and online portal.

Extended Support for Urgent Issues

Urgent matters related to ongoing works or public infrastructure may be supported outside standard hours by appointment or emergency contact.

After-Hours Complaint Submission

Online complaints or assistance requests submitted outside business hours are processed on the next business day, with urgent matters addressed as soon as possible.

Complaints Register Maintenance

Transparent tracking, documentation and review of complaint handling activity.

REGISTER CONTENTS

Complaint Details

Date and time of complaint, customer details, issue description and responsible staff member.

Complaint Resolution

Actions taken to resolve the complaint, including investigations, repairs and follow-up communications.

Tracking and Reporting

Status of each complaint, resolution timing and whether the customer was satisfied with the outcome.

Regular Audits

Periodic review to confirm policy compliance and identify recurring issues requiring improvement.

ACCOUNTABILITY OUTCOME

The complaints register provides a clear record of customer issues, the action taken and the final outcome. This supports consistency, accountability and continuous improvement across customer service operations.

Information Materials and Reporting

Customer-facing materials that support enquiries, complaints and project communication.

PROPOSED INFORMATION LEAFLETS, FORMS AND REPORTS

1

Customer Information Leaflets

Distributed to public and stakeholders with project information, scope of works and contact details for enquiries or complaints.

2

Complaint Submission Forms

Physical and online forms to streamline submissions, including contact information, complaint description and preferred resolution method.

3

Progress Reports

Regular updates for customers and stakeholders on project milestones, issues raised and actions taken to address them.

COMMITMENT STATEMENT

DM Composites Pty Ltd is dedicated to providing exceptional customer service through structured, transparent and responsive systems for handling enquiries, complaints and requests for assistance. Staff training, performance standards and continual process improvement ensure interactions meet high standards of professionalism and satisfaction.