



**DOCTORS**

Service Charter 2021



## CUSTOMER SERVICE CHARTER

Our Customer Service Charter clearly states our **service commitments** to you as a valued client and the service you can rightfully expect when interacting with us. These commitments will be built into our training programs; our business processes; and measured through our performance management systems.



## OUR SERVICE COMMITMENTS TO OUR CUSTOMERS

ML Doctors will:

- Do what we say we will
- Be helpful, courteous and treat our clients fairly and with respect and professionalism
- Provide our clients with clear and accurate information with an awareness of their varying needs
- Keep our clients updated, answer questions promptly and provide a proactive response
- Develop and support our employees so that they are competent, knowledgeable and experts in their field
- Protect our clients' information in accordance with ML Doctor's GDPR Policies and Processes
- Actively listen to what our clients tell us and act on their feedback to continually improve our service