



Guardian Angel Home Care Customer Service Charter

Guardian Angel Home Care staff will:

- Always identify themselves to customers
- Listen carefully to what you have to say
- Always be very helpful, polite and courteous
- Make an extra effort to make sure your care is our number one priority.
- Go that extra mile to make sure you are happy with our service
- Follow through on home care commitments they make
- Value and encourage your feedback

Guardian Angel Home Care information we provide:

- Will be easy to access
- Will be accurate and consistent
- Will be relevant and practical

Guardian Angel Home Care actions will be:

- Very fair and impartial
- Completed within an identified time frame
- Take your individual needs into consideration
- Treated strictly on confidential basis.

You are most welcome to provide feedback on our services by completing a customer service feedback form available on our website or contact our customer service on (03) 9547 9459 or 0438 354 849.