



A Rehab Group Company

## SMILES RETAIL Customer Service Charter 2010

SMILES Retail are committed to delivering a quality customer service to you our customer.

This charter sets out the standards of service you can expect from us.

### **SMILES Retail is committed to:**

- Providing a clean and accessible environment. SMILES retail will comply with occupational health and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.
- Serving our customers in a fair, courteous and timely manner.
- Being knowledgeable about our products and services.
- Welcoming our customers' comments and dealing with any problems quickly and professionally.
- Providing redress where our customers have a complaint.
- Using modern technology to improve our service to our customers.

### **As our customer, you can help us by:**

- Letting us know if you have any specific needs or specific requirements.
- Providing us with all the information we need to help you.
- Asking us to explain anything that you are not sure of.
- Telling us how we can improve our products and services.

### **We value your opinion**

Let us know when things go wrong, when you get a good service, or how we can improve our services.

To do this:

- **Web:** [www.rehab.ie/rehabenterprises/managedservices.aspx](http://www.rehab.ie/rehabenterprises/managedservices.aspx)
- **Email :** retail@rehab.ie
- **Phone:** 01 2057200
- **Contact Name:** Dawn Browne or Nicola Mullett
- **Text:** 086 7714160 or 087 8332322
- **Write:** Customer Services, SMILES Retail, Rehab Enterprises Ltd., Roslyn Park, Sandymount, Dublin 4.

