



## Customer Service Policy

### Providing Goods and Services to People with Disabilities

#### Our Commitment

**Jack Van Klaveren Limited strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.**

#### Providing Goods and Services to People with Disabilities

**Jack Van Klaveren Limited is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:**

1. Communication
2. Assistive Devices
3. Use of Service Animals and Support Persons
4. Notice of Temporary Disruption
5. Training for Staff

#### Feedback Process

The ultimate goal of Jack Van Klaveren Limited is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Any complaints will be addressed by the appropriate manager or multiple managers in a timely manner.

#### Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, **Health and Safety Co-ordinator** of Jack Van Klaveren Limited.