Customer Service Standard

HiFlex Physio

- HiFlex Physio sees all of the customer's need as varied and acceptable. HiFlex Physio will tend to each one through a fair approach within appropriate timelines.
- HiFlex Physio will always treat each customer with honesty and integrity.
- HiFlex Physio will not assume they know what the customer wants. HiFlex Physio will always aim to dig for their needs or complaints and find out the facts.
- HiFlex Physio representatives will be clear, concise, and straight to the point when conversing with customer.
- HiFlex Physio must provide an initial response by the next working day to all phone enquiries and complaints.
- HiFlex Physio representatives will always introduce themselves to anyone contacting HiFlex Physio.
- HiFlex Physio representative will properly escalate or transfer enquiries or complaints to another person who is in a better position to assist the customer.

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