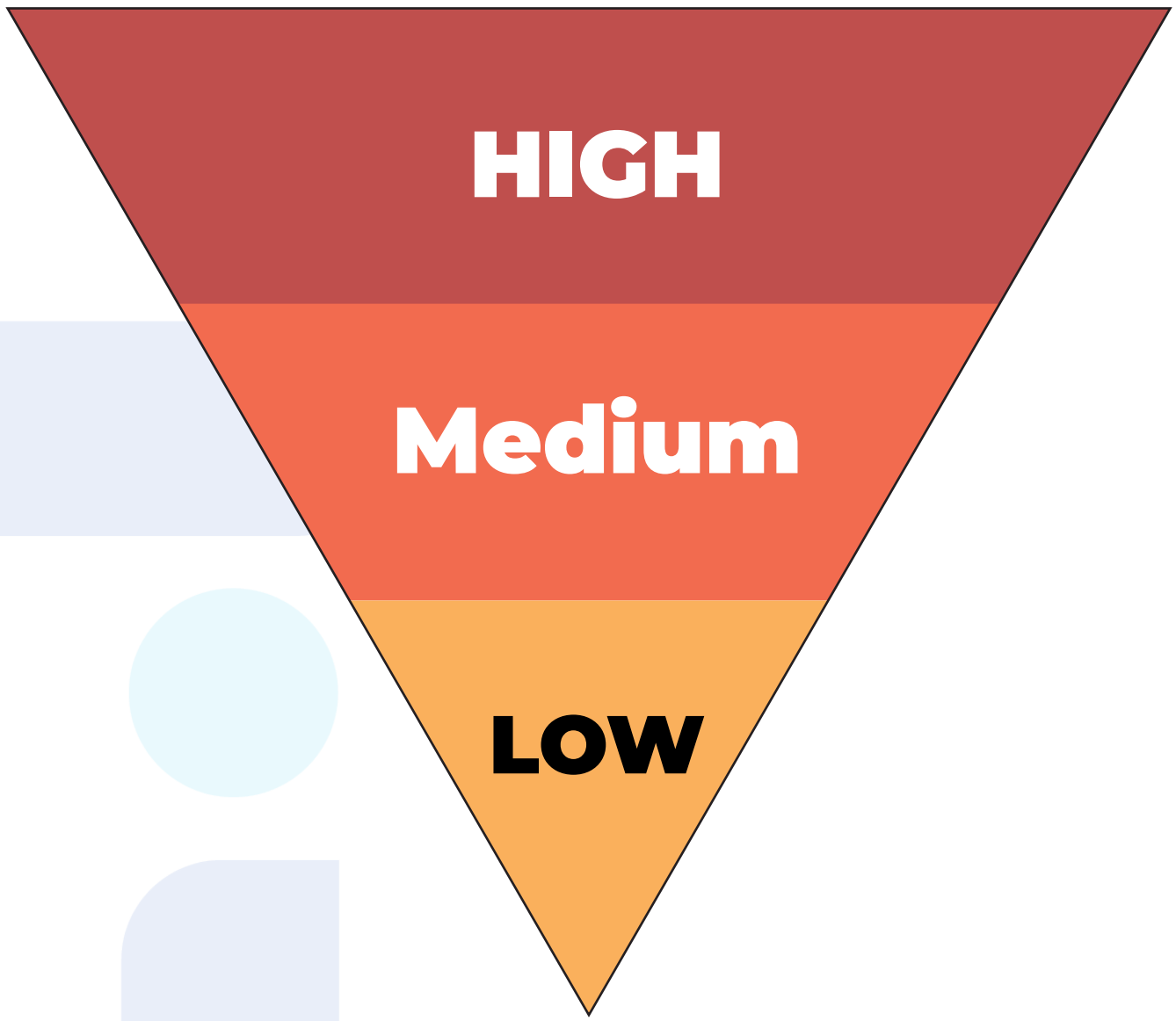
Customer Service Risk Level Guidance

HiFlex Physio



Complaints and concerns that are of High risk are those that are certain or likely to cause harm to the customers or anyone in the organisation. For example faulthy equipment, untrained trainers, unmaintained facilities, false advertisement, etc.

Complaints and concerns that are of Medium risk are those that are problems in service delivery. For example, customer service representative who are inattentive, non-empathic and insensitive, lack of process in the delivery, etc.

Complaints and concerns that are of Low risk are those that are almost negligible but are still point of concerns to address. For example, no available classes/ fitness routines (due to high deman), lack of promotional materials, etc.

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Prioritising Delivery of Services Policy

HiFlex Physio believes that each complaint or concern raised are to be addressed in a timely manner. But at times there would be priorities on which to address first. This document will help you asses which complaints or concerns are to be prioritised over others.

1. Identify the urgency of the customer's needs

Some customers will insist that their concerns are really urgent but you must remember that you have to be polite when addressing that there are procedures to be followed in addressing their needs, To assess how urgent a customer's concern is, you may use the Risk Level Guidance in this document.

- High = Immediate Action
- Medium = Action can be withheld but must be addressed timely
- Low= Negligible, or can be addressed in a given time frame

2. Small inquiries are to be answered immediately

Assistance with information inquiry are to be delivered in a timely matter. This can be inquiries about the products, services, classes, trainers, etc. Below is the HiFlex Physio standard in addressing inquiries:

- Email inquries = must reply within 24 hours
- Voicemail inquiries= must reply within 24 hours
- Call inquiries= must be answered on the spot but information cannot be given on the spot must be called back within 24 hours
- Face-to-face inquiries= must be answered pn the spot but information cannot be given on the spot can be emailed or called back to the inquirer within 24 hours

3. Escalate/ forward concerns

When one cannot provided answers or deliver services for a certain complaint or concern. One must escalate or forward this to another personnel who is more capable of addressing them immediately.