

Client Service Charter

MOOKAI ROSIE BI-BAYAN

Mookai Rosie Bi-Bayan is committed to providing high quality service to all our clients.

This Charter sets out the way the staff at Mookai Rosie Bi-Bayan will work with you to ensure you will have a productive and enjoyable stay.

Please read them.

If there are any questions please talk to any of our friendly staff.

You have the right to:

- Feel safe at all times
- Be treated with respect at all times
- Share your thoughts and ideas about Mookai services
- Make a complaint if you are not happy about our services
- Have your information be collected only with your permission, and kept private and confidential
- See and access information we have about you
- Be treated as an individual, in a culturally sensitive and respectful way

Mookai Rosie staff will:

- Work with you in a polite and helpful manner
- Always act in a respectful and culturally sensitive way
- Constantly look for ways to improve our services
- Listen to you and take your views into account
- Provide you with as much information as possible
- Treat you fairly and take account of your particular needs
- Respect everyone's right to privacy and confidentiality

Your feedback:

- If you have a suggestion, please let us know so we can improve our services
- If you have a complaint, please let us know so we can address to problem / concern. The complaint will be acknowledged and investigated by management, and a response will be forwarded to you within (10) working days