Foreign – Customer Support Policies

Customer Support Policy

Purpose:
To ensure consistent, professional, and customer-focused support across all service channels.

Key Rules:

- Treat all customers with respect and empathy.

- Follow defined response time SLAs.

- Provide accurate and verified information only.

- Use approved support tools and knowledge base.

Prohibited:

- Rude or unprofessional behavior.

- Sharing confidential or internal company information.

- Making promises beyond assigned authority.

Ownership: Customer Support Team

Customer Communication Guidelines

Purpose:
Define standards for customer communication via email, chat, phone, and social media.

Key Rules:

- Use polite, clear, and professional language.

- Avoid unnecessary technical jargon.

- Actively listen and confirm understanding.

- Clearly explain next steps and resolution timelines.

Tone: Professional, calm, respectful, and solution-oriented

Issue Escalation Policy

Purpose:
Ensure timely handling of complex, sensitive, or unresolved customer issues.

Key Rules:

- Escalate issues not resolved within SLA.

- Escalate legal, security, or compliance-related cases immediately.

- Provide complete case details during escalation.

Ownership: Support Lead / Manager

Customer Feedback and Complaints Policy

Purpose:
Collect, manage, and act on customer feedback and complaints.

Key Rules:

- Record all complaints in the support system.

- Acknowledge complaints within defined timelines.

- Analyze feedback for service improvement.

Ownership: Customer Support & Quality Team

Data Handling in Customer Support Policy

Purpose:
Ensure safe handling of customer data during support interactions.

Key Rules:

- Access customer data only when required.

- Do not store sensitive data outside approved systems.

- Follow company data privacy and security policies.

Compliance: GDPR / Applicable local data protection laws