

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 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 / Local Data Protection Laws
