

AHL CUSTOMER SERVICE CHARTER

Our Customer Service Charter is an expression of our commitment in the provision of our services to you and outlines what services we provide, what you can expect from us and how you can assist us with improvements.

CUSTOMER SATISFACTION

We will strive to consistently deliver a quality experience for every resident by offering well maintained hostels, having clean and comfortable beds, providing nutritious meals and delivering service with a SMILE 😊 from our professional staff.

OUR PROMISE TO YOU

DIGNITY

You will be treated with dignity, courtesy and respect.

SAFETY

Your safety and security is our number one priority.

LISTEN

Your concerns will be carefully considered and responded to in a timely manner.

PRIVACY

Your privacy and confidentiality will be respected.

YOU CAN ASSIST US BY

RESPECT

Treating all our staff, other residents and contractors with courtesy, respect and patience at all times.

RULES

Observing and following our hostel rules and conditions of stay.

TARIFF

Paying your tariff on time and in advance.

ISSUES

Advising us of any issues promptly so we can work with you to resolve them.

YOUR FEEDBACK IS IMPORTANT TO US

If you feel we are not living up to our promise or you would like to share your positive experiences with us, we welcome your comments and suggestions on how to improve the services we provide.

Please provide feedback via our online feedback form at www.ahl.gov.au or by calling **1800 640 836** (free call)