

CUSTOMER & COMMERCIAL

Customer Service Charter

Charter | SAL-STD-004 | Version 1.0

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Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO will be professional, responsive and candid. We will confirm what we can supply or perform, avoid unsupported promises and take ownership of issues within our control.

1. Purpose

State the service standards customers can expect from MISCO and the information MISCO needs to respond effectively.

2. Scope

Sales enquiries, quotations, orders, technical coordination, supply, delivery, complaints, returns and account communication.

3. Policy statement and commitment

MISCO will be professional, responsive and candid. We will confirm what we can supply or perform, avoid unsupported promises and take ownership of issues within our control.

4. Mandatory requirements

- Acknowledge enquiries and provide a realistic timeframe where a full answer requires supplier, drawing or technical review.
- Prepare clear quotations identifying scope, exclusions, GST, freight, validity, lead time and required customer information.
- Treat customer personnel respectfully and protect their confidential and personal information.
- Communicate material delays, shortages, specification conflicts and price changes promptly.
- Record and investigate complaints consistently and explain the proposed resolution.
- Correct MISCO errors promptly and fairly and preserve all non-excludable legal rights.
- Refer engineering design, certification or application decisions outside MISCO's agreed scope back to the customer or an appropriately qualified adviser.

5. Implementation and operational controls

- Use a single responsible contact where practical.
- Track open quotations, orders, complaints and commitments.
- Escalate urgent, safety, compliance or repeated issues.
- Use feedback to improve communication and delivery.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.
Customers and website users	Provide accurate information, use technical content within its stated limits and promptly report errors, incidents or product concerns.

7. Reporting, complaints and escalation

Contact info@misco.net.au, sales@misco.net.au or (03) 9706 5185. Please include drawings, material, dimensions, quantity, required date and applicable standards where relevant.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- QA-POL-002 Customer Satisfaction & Continuous Improvement Commitment
- SAL-POL-001 Returns, Refunds & Replacements Policy
- SAL-STD-005 Technical Support & Advisory Disclaimer

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)
- [Privacy Act 1988 \(Cth\), Australian Privacy Principles and OAIC guidance](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.