



CRA BULLETIN

Issue 7 – 28 January 2005

COMMUNICATING WITH YOUR CUSTOMERS

The National Office has experienced an increase in the complaints received over the past few months.

There appears to be a pattern emerging, the following are some points for you to consider when dealing with your customers:

- ◆ Always be courteous (even though this may not always be easy at times).
- ◆ If there is going to be a substantial increase to the agreed estimate, the customer's permission should be obtained.
- ◆ An estimated time for the repair of a vehicle should be given and every effort to inform the owner if this estimated time cannot be met.
- ◆ A written estimate of the cost of all repairs should be offered.
- ◆ Ensure they are totally aware of the repair procedure outlining the specific areas of repair.
- ◆ Staff should be instructed to deal with any complaint promptly and avoid a defensive or evasive attitude which will only serve to aggravate the situation.
- ◆ Earnest efforts should be made by members to settle a complaint before a dispute arises.

As outlined in the Association's Code of Ethics, members agree to "maintain the highest standards of business practice and courtesy in dealing with the public, suppliers, fellow members of the industry and all others with whom they have transactions". Below is a copy of the Code of Ethics for your perusal.



CODE OF ETHICS

1. TO hold firmly to the belief in the dignity of the New Zealand Collision Repair Association and the industry it represents.
2. TO perform all contracts at all times, fairly and faithfully, recognising the role of industry in contributing to the safety of the travelling public.
3. TO maintain the highest standards of business practice and courtesy in dealings with the public, suppliers, fellow members of the industry and all others with whom they have transactions.
4. TO further the interests of the Association at all times, to be loyal to the aims and objects of the Association and abide by its rules.
5. TO co-operate with all members in the promotion of mutual harmony, confidence and respect.
6. TO apply the rule, "Do unto others as you would have them do unto you" in all relationships.