

MMCZ CLIENT SERVICE CHARTER



OVERVIEW

This Client Service Charter, brings out our commitment to deliver an impeccably high standard of client service.

WHAT YOU CAN EXPECT FROM US

Below are our five commitments to you that are backed by our actions. Your involvement ensures we deliver.

We want you to	Our commitment	How can you help us
Feel Satisfied	<p>We are wholeheartedly committed to:</p> <ul style="list-style-type: none">·Resolving issues at the shortest possible time·Being thorough to ensure nothing is missed.	<ul style="list-style-type: none">• Be patient and cooperative• Offer constructive feedback
Feel Heard	<p>We are dedicated to comprehend your perspective and your circumstances</p> <ul style="list-style-type: none">·Focusing our attention on you and your enquiry.·Listening and being empathetic to how you feel.	<ul style="list-style-type: none">• Give us clear and complete information, and be truthful.
Feel Empowered	<p>We are committed to a cooperative relationship</p> <ul style="list-style-type: none">·Engaging with you·communicating in a courteous and pleasant tone continuously improving and seeking your feedback.	<ul style="list-style-type: none">• Treat our team with courtesy and respect.

Feel Assured	<p>We commit to be efficient in our dealings with you</p> <ul style="list-style-type: none"> ·Providing clear and consistent messages. ·Having the most appropriate person take care of your enquiry. ·Giving you a personalised response in a timely manner. 	<ul style="list-style-type: none"> • Provide correct details including how we can contact you.
Feel Informed	<p>We commit to provide guidance and transparency on our obligations</p> <ul style="list-style-type: none"> ·Providing explanations and reasoning for decisions we are required to make. ·Using language that you can understand. 	<ul style="list-style-type: none"> • Be aware of your rights and obligations.

We prioritise customer satisfaction and want to ensure you can easily reach us through your preferred communication method.



By phone

- We will
- Be available to answer your call from 8am to 4:30pm during the week
- Provide as much information as we can at the first call to the MMCZ
- Resolve quick and urgent enquiries
- Answer 100% of calls within three rings, where possible



By email and letter

- We will
- Provide a personalised acknowledgement within one business day even if your enquiry will take longer to resolve
- Deal with routine and less urgent enquiries within two business days
- For more complex enquiries will not take more than 10 business days to resolve. If we cannot meet this requirement, we will let you know and advise the reason why



In Person

- We will
- Make you feel comfortable whenever you enter the MMCZ's facilities
- Meet with you as soon as practicable



Online

- We will
- Keep our website and social media platforms up to date and provide relevant information to you
- Offer a range of ways for you to contact MMCZ, and explore how to use digital services to improve your experience.

Tell us how we are doing

We are open to constructive suggestions, criticisms and advice. You can tell us in a way that suits you:



Talk to a staff member or manager.

Contact us online at pr@mmcز.co.zw
Call us on +263 242 487200 - 4
(8 am - 4:30 pm, Monday to Friday).



Write to us at:

PR Department
MMCZ Building
90 Mutare Road
P Bag 2628
Harare

DR. N. J. Moyo

MMCZ GENERAL MANAGER

04 September 2025

DATE