



ABORIGINAL  
HOSTELS LIMITED

## Customer service charter

### AHL's commitment

AHL is PROUD to provide culturally safe and affordable accommodation for First Nations people.

We will strive to provide excellent customer service to you by being Professional, Respectful, Open, Understanding and Dedicated.

### Your safety and comfort

We will provide:

- a safe and welcoming place to stay
- comfortable beds and clean rooms
- healthy meals and snacks.

### Your dignity and privacy

We will:

- be friendly and understanding
- keep your personal information safe
- ask for your feedback and listen to your concerns.

### Value for money

We will keep costs low.

### Your language and culture

We will:

- be aware of the languages you speak
- communicate clearly with you
- respect your culture and your unique story.

### We want your feedback

We are always looking to improve our service to you. Please have a yarn with the Manager on duty or contact our Customer Feedback Team.

**Freecall** 1800 640 836

**Email** [feedback@ahl.gov.au](mailto:feedback@ahl.gov.au)

**Online** visit our website at [ahl.gov.au](http://ahl.gov.au)

**Send** feedback to PO Box 30, Woden ACT 2606

Once received, your feedback will be responded to within 3 working days.

