

Family Mankind™ Customer Support Policy

Introduction: Family Mankind™ is committed to providing exceptional customer support to ensure the satisfaction of all visitors, clients, and donors. Our policy outlines the processes for addressing inquiries, resolving complaints, and offering assistance in a timely and professional manner.

Information Collection:

We collect personal information such as names, contact details, and inquiry specifics to resolve issues efficiently. This information is used only for support purposes and is not shared, except as required by law.

Purpose of Use:

Collected data is utilized for:

- Responding to inquiries.
- Addressing complaints or feedback.
- Improving services based on customer input.
- Monitoring trends in user interactions.

Security Practices:

We implement industry-standard security measures, including encryption, to safeguard personal information from unauthorized access and misuse.

Channels of Communication:

Customers can reach us through the following channels:

- **Phone:** [Insert Phone Number]
- **Email:** support@familymankind.org
- **Live Chat:** Available on www.familymankind.org.

Response Times:

We aim to provide timely responses:

- **General inquiries:** within 24-48 business hours.
- **Urgent matters:** within 12 business hours.

Family Mankind™

Headquarters Address: 1107A Beatties Ford Rd, Charlotte, NC, 28216-5034
Web: www.familymankind.org E: awolf@familymankind.org P: 833.346.9537

Scope of Support:

We provide assistance with:

- General inquiries about services.
- Donation-related questions.
- Technical issues with the website.
- Feedback or complaints regarding our services.

Escalation Process:

If an issue cannot be resolved through regular channels, it will be escalated to senior management for further review. Escalated issues are typically resolved within 72 business hours.

Consistency in Service Delivery:

We are committed to delivering professional, courteous, and consistent support to all individuals who interact with Family Mankind, ensuring a positive experience at every touchpoint.

Policy Updates:

This policy may be updated periodically to reflect changes in service or operational procedures. Updated policies will be made available on our website, and continued use of the service constitutes acceptance of any changes.

Contact Us: If you have questions or need further assistance, please reach us at support@familymankind.org.

By providing a clear and structured customer support policy, Family Mankind™ ensures that the needs of survivors, supporters, and partners are addressed effectively, fostering trust and satisfaction in its services.

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