



CLIENT SERVICE CHARTER

The Food and Nutrition Council is committed to providing quality products and services to all our clients and stakeholders. FNC continuously improves internal processes using national, regional and international professional bodies and frameworks.

The Food and Nutrition Council's Obligations to External Clients

- Persistent and consistent quality in service delivery.
- Listening and attending to the client's needs.
- Strengthen functional capacities of communities and food and nutrition structures at all levels.
- Create mechanisms (Food and Nutrition Frameworks) and structures that promote food and nutrition security.
- Provision of timely evidence-based Food and Nutrition information through an interactive information system (reports, bulletins and newsletters).
- Discharge Food and Nutrition Council's responsibilities and duties professionally and in cognisance of local cultural values.
- Handling information with strict confidence.

External Client's Obligations to the Food and Nutrition Council

- Provide accurate constructive feedback on the Food and Nutrition Council's services.
- Social Accountability on issues that pertain to the Food and Nutrition Council.
- Participate in the Food and Nutrition Council Citizen Engagement Surveys.
- Provide accurate, reliable and correct information.

The Food and Nutrition Council's Obligations to Internal Clients

- Attend to work issues as per statutory and the Food and Nutrition Council's policy requirements.
- Ensure effective bi-directional communication.
- Constructive feedback.

Internal Clients' Obligations to the Food and Nutrition Council

- Execute responsibilities in a professional manner that observes diverse cultural values.
- Uphold the organization's image.
- Accountable for the realisation of the organization's vision.
- Mutual respect for the organization's management team and work colleagues.

Queries and Complaints

Our Finance, Administration and Human Resources Unit as well as the Knowledge Management Unit are readily available to handle any requests, queries and complaints.

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