

# REDEA

## CUSTOMER CHARTER

### OUR STORY

Regional Development Agency Međimurje – REDEA was founded by the Medjimurje County in order to support the process of sustainable development of Medjimurje according to the vision:

**“Medjimurje – the county of strong entrepreneurship based on knowledge and innovation, preserved natural and cultural heritage and high quality of life”**

### WHAT DESCRIBES US BEST

- **People** are the key to success. We are a team of young, educated, enthusiastic and motivated people;
- **Team work** is the main principle of our work. Together we can do more and better;
- **Community welfare** is our purpose. We play an active role in achieving better quality of life for our community;
- **Partnership** with all stakeholders is the key meeting our goals;
- **Protection of natural resources** is crucial in all our activities. We pay attention to scarce and endangered resources in order to preserve them as much as possible.

### APPROACH TO CUSTOMER CARE

- Our highly professional, skilled and knowledgeable staff provide quality service to everybody who contacts REDEA
- We attend to all clients with courtesy, professionalism and efficiency;
- We are committed to ensuring that all information provided through our direct interaction with clients via telephone, e-mail, mail or face-to-face and through our website is accurate and relevant;
- We treat all provided information as highly confidential, if asked;
- We deal promptly and appropriately with complaints.