

NOTE: For the purpose of this document the term “The Company” refers to Toowoomba Regional Group Apprenticeship Company Pty Limited, Downs Group Training and DGT.

CUSTOMER SERVICE POLICY

AIM

To establish clear standards of service, attitude and behaviour towards apprentices, trainees, contractors, participants in training, Host Employers, Clients, stakeholders and general public by company staff while representing The Company.

The Company has an obligation to provide apprentices, trainees, contractors, participants, Host Employers Clients, stakeholders and general public with an accessible, fair and equitable system to access its services, to make service requests and obtain assistance when required. All will be dealt with in compliance with company policies and standards. (Refer Document Links)

The standardised and professional approach to the management of Host Employer and Client contact, in conjunction with company policies and procedures, will facilitate the achievement of The Company’s obligation to its Host Employers and Clients, enhance company image and provide customers with a positive experience when dealing with The Company.

This policy applies in all places or situations where the employee is identified as representing The Company including but not limited to –

- During normal work hours
- Outside of working hours when representing The Company
- On company premises, including when in control of a company vehicle
- On Host Employers and Client premises and/or work sites.

The Company believes measuring Host Employer and Client satisfaction by providing its Host Employers and Clients with a mechanism to evaluate our performance through surveys, questionnaires and feedback forms is vital to its operations in:-

- Increasing customer retention
- Attracting new Host Employers and Clients
- Supporting and informing management decision making
- Improving existing products and service
- Improving company image and reputation
- Providing more effective resource allocation process

The Company will provide a working environment and the necessary management support and resources to foster our customer-focused culture. Management and staff will have the required skills and knowledge to deal with customer enquiries, and will be presented with opportunities to enhance these skills.

RESPONSIBILITIES

The Chief Executive Officer and Management have the responsibility to

- review and amend the Customer Service Policy to reflect changing business and community attitudes
- continually review The Company’s service provision and procedures to deliver cost and service efficiencies to its Host Employers and Clients and interested stakeholders.
- integrate into our customer service processes all lessons learned from employee feedback, management review processes and any customer service incidents.
- develop and implement key performance indicators in relation to customer service
- set an example to staff by adhering to the Customer Service Policy.
- to ensure that when dealing with customers all staff respond in a courteous, consistent, timely and fair manner and satisfy all reasonable requests from customers and counsel staff members who breach the Policy.
- to ensure all company resources are used effectively and efficiently when dealing with customers.
- act promptly with regard to any service failure.

The Customer Service Policy is based on the principles that all staff shall:

- perform their duties professionally, objectively, honestly and with integrity and treating all apprentices, trainees, contractors, participants, Host Employers and Clients with courtesy and respect.
- efficiently and effectively serve The Company.
- maintain the confidentiality of information received in the performance of work duties.
- observe fairness and equity in all official dealings with the public, with apprentices, trainees, contractors, participants, Host Employers and Clients and other interested stakeholders with whom we do business.
- avoid real or apparent conflicts of interest.
- provide relevant and timely feedback responding to Host Employers and Client enquiries promptly and efficiently.
- listen to what customers have to say and determine the exact nature of the request.
- provide our customers with a basic understanding of how we operate.
- develop and maintain customer confidence in our services and employees.
- provide regular information to customers regarding our schedules and services.

In addition the Customer Service Policy is based on the principle that all staff must adhere to the Policy and are accountable for the acts and omissions of themselves and those they may supervise. The Chief Executive Officer is responsible for ensuring appropriate practices are in place to support the Policy and that it can be accessed and understood by all staff. Staff members unclear as to what is expected, should seek clarification from their Line Managers.

Australian Apprentices, contractors, participants, the public, Host Employers and Clients and interested stakeholders have a right to expect The Company to conduct its business with efficiency, impartiality and integrity. This requires that all personnel perform their duties at the highest standard and that there are not, or seems to be, any conflict between private interests and The Company's responsibilities to the public and interested stakeholders.

The following processes are to be observed while in the employ of The Company:

- All staff will disclose only approved marketing material and information as per The Company's Confidentiality Agreement.
- Staff will not criticise or make derogatory statements regarding any of The Company's Host Employers and Clients, **apprentices, trainees**, contractors, participants associates, competitors or stakeholders. Any incidents/problems are to be dealt with only through approved company procedures.
- All enquiries, e.g. phone calls, must be responded to as soon as possible and within 8 working hours. Details of enquiries, communications and follow up actions must be recorded as per company procedures.
- All personnel will be courteous and professional towards Host Employers and Clients and all industry contacts, whether by phone, email or in personal contact.
- Show complete respect for and appreciation of The Company's Host Employers and Clients' personnel, property and their buildings/worksites/work environment.
- Be on time, and if a problem arises, advise the other party immediately.
- No staff member of The Company should engage in swearing or offensive behaviour while identifiable as an employee.
- Observe security of records and building security procedures at Host Employers and Client's premises.
- All complaints are to be recorded immediately on M-010 Record of Complaint. Company authorised personnel will contact the complainant to resolve any problem as an urgent priority. Work clothing must be appropriate to your position and duties, and be kept clean and tidy and in good repair. Personal appearance and personal hygiene standards must be maintained as a courtesy to yourself, your fellow workers and to Host Employers, Clients and visitors.

PRIVACY

The Company is committed to protecting the privacy and security of any personally identifiable information provided to The Company by Host Employers, Clients and interested stakeholders. The Company does not disclose information to any third parties without prior permission from its Host Employers and Clients.

FEEDBACK

The Company welcomes feedback and ways to improve its services and encourages Host Employers and Clients to utilise its surveys, evaluation documentation, email etc with any comments that will assist The Company in identifying potential areas of improvement and/or nonconformance.

Documents (include but not limited to the following)

OP-025 Code of Conduct
OP-024 Core Values
OP-023 Company Objectives
OP-022 Company Quality Policy
OP-012 Anti Discrimination and Sexual Harassment Policy
OP-006 Equal Employment Opportunity Policy
OP-034 Workplace Harassment, Bullying and Violence Policy
OP-038 Victimisation Policy
OP-028 Workplace Gender Equality Policy
OP-029 Dress Code Policy – Staff
OP-008 Complaints Resolution.

OP-035 Work Standard Guidelines
S-016 Confidentiality Agreement
HB-007 Quality Management System Manual
HB-001 Staff Handbook

References

Privacy Act
Anti-Discrimination Act QLD and NSW
Australian Human Right Commission
GTA QLD & NT Code of Practice
GTA Core Standards and Operational Benchmarks