

## GTES CUSTOMER SERVICE CHARTER

### Our Mission:

“To make apprenticeships and traineeships easier and more successful for our Community”.

### Our Commitment:

GTES values each client and is committed to providing customer excellence and quality Group Training services. GTES recognises the service it provides to you is integral to your needs and impacts on your ability to achieve goals and outcomes. GTES provides a consultative, integrated, professional approach to customer service delivery and support by maintaining open, honest communication channels with its clients and stakeholders.

This Customer Service Charter outlines GTES’s minimum service commitment, is developed and incorporates, the relevant access, information management and equity principles, legislation and regulatory requirements.

GTES will:

1. Regularly monitor and measure our performance with clients to achieve and maintain high customer satisfaction levels across the services it provides to Hosts, Employees and Stakeholders.
2. Be open and accountable, measure its performance and seek customer feedback through performance metrics, service offer and standards that GTES is committed to achieving.
3. Comply with the Group Training Organisations National Standards by participating in audits, incorporating continuous improvement frameworks and recommendations to maintain a high quality, innovative and progressive service.
4. Deliver relevant, quality service to its hosts and employees including:
  - a. Providing relevant, tailored placement service(s) to Host Employers in accordance with the provisions of our Placement Agreement,
  - b. Deliver a quality service to our Employees in accordance with GTES’s Employment Agreement, relevant industry instrument and Employee Handbook for Australian Apprentices.
  - c. Provide a placement service to Host Employers in accordance with all of the provisions of GTES’s Placement Agreement, Vocational Education and Training Act, Occupational Health and Safety legislation and published material.

- d. Provide accurate, updated and easily accessible service and client contact information, records and resources which is managed confidentially in accordance with Privacy and Freedom of Information Legislation.
- e. Collect, review and act on client service and satisfaction issues and performance opportunities identified through a range of internal and independent feedback, audit and review mechanisms.

## **Our Service Standards:**

GTES aims to provide a consistent, reliable and informed service which is delivered by motivated, respectful staff who are well supported, trained, have up to date policy, procedure and process knowledge, have the capability, and are committed to understanding your issues and the environment you operate in to assist you.

GTES will:

1. Provide accurate, helpful information and solutions. It will actively listen to better understand, appreciate and anticipate the needs of its clients and determine how GTES can best provide a service that they value.
2. GTES aims to take phone queries, email and mail correspondence as soon as possible and with minimum delay during business hours. It will answer and attend to all telephone calls in the same business day or by close of business the following day. All outgoing correspondence will be on GTES letterhead and signed by the sender.
3. Existing or potential Host Employer queries will be provided with information and quotes within two working days. Where practicable, this information will be personally delivered.
4. If GTES is unable to answer your query immediately, it will take your contact details and ensure your enquiry or complaint is acknowledged within five business days and aim to provide a final response within 20 business days.
5. GTES will respond to correspondence within five working days from receipt. If it cannot provide a complete reply within five working days, GTES will contact you within that period to acknowledge receipt, clarify the request and determine when a full response will be provided.
6. Some enquiries are more complex than others. In these cases, GTES will notify you if there is a delay in delivering on our Service Commitment.

## **Feedback:**

At GTES we value your feedback because it strengthens our partnerships and helps us refine and improve our service. GTES is committed to:

1. Receiving, documenting and managing all feedback, complaints and queries promptly and courteously, ensuring they are thoroughly investigated, responded to and resolved.
2. Providing its clients with clear, easy to understand, time and accurate information.

## **Complaints:**

GTES is committed to ensuring all complains received are taken seriously and handled effectively, fairly and confidentially. Complaints can be made in writing or verbally. Written complaints should be logged via the [online complaints form](#) or by email to [feedbackandcomplaints@gtes.com.au](mailto:feedbackandcomplaints@gtes.com.au). There is also a feedback form on the GTES website which will be processed directly through the webpage. Written correspondence can be addressed to:

The Complaints Officer  
GTES  
161 Hammond Avenue  
WAGGA WAGGA NSW 2650

GTES aims to resolve all complaints as soon as possible. Complaint response times might vary depending on the nature of the complaint. You will receive written confirmation of receipt of your complaint within 48 hours of logging the complaint. Anyone who feels they have not received the appropriate level service they are entitled to is invited to contact the General Manager directly.