



CUSTOMER SERVICE STATEMENT

Hunter Valley Training Company will satisfy the needs and expectations of all Customers. At all times we will work with our clients to ensure the highest level of customer service is provided.

KEY PRINCIPLES

Hunter Valley Training Company will:

- Conduct itself as a Customer focussed business providing quality outcomes and service to our Customers.
- Work with the Customer to ensure an agreed resolution to all complaints.
- Act on feedback from our Customers so that processes can be continually improved.

To achieve our principles we will:

- Listen courteously to what our Customers say;
- Always convey confidence and professionalism;
- Advise Customers of procedures and outcomes;
- Provide precise instructions to staff and accurate information to Customers; and
- Respond to Customer problems quickly and within agreed time frames.

PERFORMANCE STANDARDS

Hunter Valley Training Company will monitor customer service performance to ensure continuous improvement in both service and quality. This monitoring may include random customer service follow up, a review of Key Performance Indicators, and staff performance appraisals. Staff training will be completed to address any identified needs.

RESPONSIBILITIES

The Manager Quality Services will ensure that customer service is provided in accordance with both the Registered Training Organisation (RTO) and Group Training National Standards.

Individual Managers are responsible for ensuring appropriate customer service is provided at the regional level and that follow up of all customer enquiries and complaints occurs in a timely and effective manner.

ACCESSABILITY

Hunter Valley Training Company will provide extensive public access to our corporate information. The first point of contact for this is our staff, who are well prepared to provide information on our Company to current and prospective clients.

A major source of information is the HVTC website www.hvtc.com.au, which will provide copies of:

- current newsworthy issues;
- the Company Profile;
- our corporate structure;
- Company services; and
- Newsletters including the Quarterly HVTC newspaper.

Information on our services will be prominently displayed in our offices, on our marketing and sales material, and will be readily explained by our staff.



CUSTOMER FEEDBACK

Hunter Valley Training Company will welcome and value Customer feedback. An annual Customer Satisfaction Survey of Host Employers, staff, apprentices and trainees will be conducted to gauge the level of Customer satisfaction with our services.

External Customers Any enquiries received in or out of working hours will be dealt with by the appropriate Company Manager. The Manager will advise the Customer of a time frame to address the issue, and if necessary refer it to Central Office for action. This is recorded in a local Complaints Register.

The Manager Human Resources will maintain an overall company Complaints Register, to ensure all complaints are appropriately dealt with.

Internal Customers The Company encourages customer service enquiries from all staff and demands the same level of resolution as external issues. The first point of call for staff is their immediate Supervisor/Manager, who can then decide on an appropriate course of action. As with external issues, Managers are to ensure that the Manager Human Resources is advised of such events through their local Complaints Register.

Regardless all complaints shall be documented in a local Complaints Register to be maintained at each office, including the outcome. These are to be forwarded to the Manager Human Resources for regular review.

The key to successful customer service is the proper handling of the issue. For guidance, all HVTC staff should follow the following process:

- Listen carefully;
- Empathise with the Customer;
- Assure them that you will do everything to resolve the issue;
- Respond to find a solution; and
- Notify them with your findings or solution.

COMPLAINTS FORM

Customer Service improvements and complaints are recorded on a [Complaints Form](#), which is available on the Company Intranet.

Legislation

State or Federal	Legislation
Federal	Privacy Act 1988

Due consideration has been given to access and equity principles as well as other legislation that may have been pertinent in the development of this policy. The relevant components have been incorporated and are again considered when conducting the policy review process.

Date of Original Introduction: -
Approved by Board of Directors: -

2 February, 1999
15 June 2009