

Customer Service Charter (Computer Services)

Objective 1: Access to Services

Objective 3: Efficient and Effective Management

Objective 4: Coordinated, Planned and Reliable Service Delivery

Objective 5: Privacy, Confidentiality and Access to Personal Information

1. Definitions

This Customer Service Charter has been developed to ensure that all TADWA Computer Services Employees & Volunteers adhere to an acceptable standard of commitment to customer service and follow quality practices.

2. Introduction

2.1. This Customer Service Charter encourages staff and volunteers to embrace the following values when providing services to TADWA Computer Service customers:

- 2.1.1. Integrity - we conduct our business and ourselves honestly and reliably;
- 2.1.2. Ethics - we are fair and just in provision our services and level of support;
- 2.1.3. Progressiveness - we look towards the future, using new technology or methods and effecting change where necessary to achieve our goals;
- 2.1.4. Relevance - we recognise the need to keep abreast of emerging trends and maintain reliable stock to deliver better outcomes for customers;
- 2.1.5. Professionalism - we are constantly striving to improve the way in which we operate to ensure we provide the highest standard of service to our customers and the community;
- 2.1.6. Financial responsibility - we implement sound financial management strategies to safeguard the economic future of the organisation;
- 2.1.7. Accountability - we understand the need to be open and honest and are at all times accountable to our customers for our actions.

2.2. This Charter provides a framework of principles for conducting business and dealing with customers, colleagues and other stakeholders which are to:

- 2.2.1. act with integrity and professionalism and be scrupulous in proper use of TADWA information, funds, equipment and facilities;
- 2.2.2. exercise fairness, equity, proper courtesy, consideration and sensitivity in dealing with customers, employees/volunteers and other stakeholders; and
- 2.2.3. avoid real or apparent conflict of interests.

3. Our Service Commitment to You

3.1. We will:

- 3.1.1. be friendly, courteous, fair and impartial in our dealings with you;
- 3.1.2. treat you with dignity and respect;
- 3.1.3. behave with integrity;
- 3.1.4. identify ourselves when we communicate to you;
- 3.1.5. respond promptly to requests for information and follow up messages within 24 hours (within resource limitations);
- 3.1.6. provide information that is current, accurate and easy to understand.

4. Your Responsibilities

4.1. We can provide a better service if you:

- 4.1.1. have your project number handy when you call us if you are already a code (this code appears on all written correspondence we send you);
- 4.1.2. provide us with complete, timely and accurate information;

- 4.1.3. understand that we may need time to fully and accurately answer queries; we will advise if extended time is needed;
- 4.1.4. advise us of any complaints or suggestions for improvement in a clear and constructive way (we do have a formal complaints policy);
- 4.1.5. advise us promptly in writing or by phone of significant changes to the service circumstances, including changes to the address, telephone number and/or closure of service;
- 4.1.6. pay any fees by the due date, or contact us if you experience financial difficulty;
- 4.1.7. look after equipment and technology given to you as per your Service Support contract.

5. Confidentiality & Privacy

- 5.1. TADWA has a specific TADWA Website Privacy Policy and also a TADWA Remote Assistance Policy (Computer Services), and we also comply with HACC National Service Standards which also have confidentiality implications and should be interpreted within this framework.
- 5.2. You have rights under the Privacy Act 1988 which prevents misuse of your personal information which is any information about an identifiable individual. We will not give your personal information to any other organisation unless it is with your informed consent and relates to aspects of our services or activities on our behalf.
- 5.3. We will, with your help, keep your personal information accurate, complete and up to date.
- 5.4. You have the right to inspect the personal information we hold about you.

6. Measuring and monitoring our service

- 6.1. We aim to provide quality customer service by:
 - 6.1.1. responding to all written correspondence within fourteen (14) working days;
 - 6.1.2. processing payments / refunds within seven (7) working days;
 - 6.1.3. respond to your help desk enquiries within 24 hours (or at least 1 working day);
 - 6.1.4. provide you with timely repair / onsite services / delivery and pickup of your computer equipment within agreed timeframes and service limit constraints.
- 6.2. We will consistently monitor and review our performance against the standards of this charter. To this end you will randomly be asked to participate in satisfaction questionnaires which we would naturally value returned within a timely manner.
- 6.3. We will monitor complaints and other customer feedback and work on improving our services.

7. Breach of Charter

- 7.1. Customers who breach this charter may be informed that we are no longer able to continue providing services to them. In such communication we will endeavour to suggest appropriate alternatives, if available.
- 7.2. If we fail to meet our service commitment, you can lodge a complaint about our service or performance in writing to the Computer Services Manager or CEO of TADWA. We have a complaints policy which is available through our website or by contacting our main office.

8. Conclusion

- 8.1. If you feel you would like this information explained in more detail, please feel free to contact us (08 9379 3733, 1300 663 243) or you may wish to seek clarification from an advocacy service like Advocare (08 9479 7566).