**Client Charter**

**Our Client Commitment**

We are committed to achieving the highest quality standards when providing services to our Clients and engaging with stakeholders. We appreciate feedback and strive for continuous improvement.

**Telephone Communications – we strive to:**

* Answer efficiently;
* Identify ourselves by name;
* Be professional and courteous;
* Direct you to the right person;
* Take an accurate message if the person you are trying to reach is unavailable;
* Answer your query immediately or advise you when we will be in a position to answer if responding to more complex matters;
* Provide a voicemail option if we are unavailable to answer the telephone;
* Listen to you respectfully.

**Written Communications – we strive to:**

* Respond to you within 7 days;
* Provide relevant information;
* Advise you if any delays are expected to occur in responding to your query and why such delays may occur;
* Keep a record of your correspondence.

**Organisation Visits – we strive to:**

* Welcome you and make sure you are comfortable while visiting us
* Be courteous and professional towards you
* Take into consideration your accessibility needs

**Client Complaints and Decisions – we strive to:**

* Provide you with an effective complaints process
* Respond to your complaint in full within 14 days
* Advise you of any delays in responding to your complaint and why such delays may occur
* Learn from your feedback and comments
* Provide you with the rationale for our decisions
* Provide you with information about our complaints appeal procedure
* Be transparent and honest in our dealings with you