

Customer Service Charter

Introduction

Our Customer Service Charter states our commitment to provide you with quality services and provides you standards by which to measure our performance. It also provides our employees with clear standards to strive for in service excellence and to achieve our Mission and Values.

The Mission and Values of Health Education Collaborative (HEC)

Mission

To provide evidence-based and accessible education for health professionals.

To enhance and promote critical thinking and improve patient care through best practice education and skills development.

Our Values

Commitment: to providing best practice clinical education and training.

Consistency: of high-level education and training delivery.

Positivity: in the outcomes of providing good education.

Creativity: in developing and delivering education and training.

Passion: to educate clinicians to expand their scope of practice.

Service standards you can expect of our employees in general

- HEC will respect our customers.
- HEC will provide prompt, friendly, courteous and efficient customer service and at all times remain professional.
- If you are making a request that requires action, we will endeavour to complete the action within a reasonable indicated time frame.
- HEC will take ownership of your enquiry, follow-up and keep you informed of progress to completion.
- HEC will be realistic about what we can do and in what timeframes.
- HEC will provide you with accurate and consistent information.
- HEC will show respect for your privacy in your dealings with us and the confidentiality of information discussed.
- HEC will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience.
- HEC will actively seek your feedback on our services to ensure they meet your needs.

Over the telephone.

- We will endeavour to answer your call promptly.
- Phones will not go unanswered. If the person you are contacting is unavailable, where messages are left on voicemail, they will be returned within one business day.
- We will advise you of any delays and offer suitable options or offer to return your call.
- We will introduce ourselves using first names and business unit name and provide a direct contact number for further communications where necessary.
- We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls.
- Where possible, when customer calls are transferred internally, we will introduce your call to the recipient to reduce the need for you to explain the purpose of your call multiple times.
- We will return your telephone enquiry by the next business day. This maybe via SMS or email
- We will write to you in clear, concise language that is easily understood.
- We will respond to your letter or e-mail of general correspondence within 7 working days of receipt.
- If your enquiry requires in-depth research or follow-up that will take longer than 7 working days, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response.

Via the internet or social media

- We will maintain our website with relevant and up-to-date information that is easily understood and accessible.
- We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback.
- We will respond to enquiries and posts on our social media platforms in a timely and professional manner.
- We will keep up to date with online services and community engagement tools and trends.
- We will continue to review our web-based and social media platforms to further engage and connect with our customers and provide additional online self service facilities and tools.

Measuring and improving the quality of our service.

We will measure and improve the quality of our service by:

- Conducting periodic customer satisfaction surveys.
- Obtaining feedback from students and collaborative partners using feedback forms and customer service surveys.
- Implementing quality training and coaching activities for our staff.
- Using key performance indicators in corporate and business planning.
- Using effective internal systems and corporate reporting to measure our performance.

- Recognising our staff for customer service delivery excellence.

Helping us to help you.

You can help us to meet our commitments to you by:

- Being courteous, polite and respectful of our employees
- Respecting the rights of, and provide courtesy towards, other customers
- Being open and honest with us by providing accurate and complete details when contacting us
- Letting us know when your situation changes, for example, your address or personal details change or your dog or cat registration detail change.
- Contacting the us to make an appointment if you have a complex or technical enquiry, or need to meet with a specific employee
- Using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue
- Working with us to help solve problems
- Telling us where we fall short on our service in any aspect so that we may improve our services to you
- Helping us recognise our employees by telling us when you have received excellent customer service.

Customer service feedback

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you.

We will ensure complaints are managed in accordance with the Health Education Collaborative (HEC) complaint management processes.

If you are not happy with the initial response to a complaint from HEC, please request the matter to be reviewed by senior management.

Health Education Collaborative makes every effort to provide a satisfactory outcome to matters raised. However, if you are not satisfied with the outcome of our review, you may wish to contact an external agency such as The Australian Competition and Consumer Commission (ACCC) which is an independent Commonwealth statutory authority whose role is to enforce the Competition and Consumer Act 2010 and a range of additional legislation, promoting competition, fair trading and regulating national infrastructure for the benefit of all Australians.

The contact details are as follows: <https://www.accc.gov.au/>

Access and inclusion

Health Education Collaborative is committed to creating an accessible and inclusive community for people with disabilities and people from culturally and linguistically diverse backgrounds by providing facilities and services that enable inclusiveness.

Contact us:

If you would like to suggest ways in which we can improve our service, you can:

Call: 0419 939458 or 0444 547036

Internet:

Visit our website <https://healthec.com.au/>

Email: info@healthec.com.au

Mail:

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