

## **Customer Service Charter**

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### **Our Mission**

MPA GTO's aim is to participate and support the industry in the development of future plumbers with excellent skills.

MPA GTO wants to ensure success for both Host Employers and Apprentices/Trainees through industry collaboration by:

- ensuring that MPA GTO's employees and contractors are aware of MPA GTO's Customer Service Charter and have been provided training to ensure their ability to comply with the requirements of the Customer Service Charter.
- ensuring effective recruitment, employment, training and placement policies, processes and standards.
- MPA GTO's Customer Service Charter outlines MPA GTO's minimum service commitment.

### **Our Commitment**

It is the policy of MPA GTO to provide all customers (internal and external) with prompt and efficient service. To ensure those standards are met at all times MPA GTO as a minimum will ensure that:

- all customers are treated in a professional, ethical and courteous manner;
- maintain open and honest channels of communication with our customers;
- employ the principles of access and equity, human rights and privacy with regards to all customers at all times;
- all legislative and regulatory requirements are met;
- customers' safety remains MPA GTO's paramount priority. We will undertake all reasonable measures to ensure all clients are provided with a safe environment;
- undertake all reasonable measures to ensure that our Apprentices/Trainees are provided with real opportunities for learning and we will monitor the standard, progress and completion of training standards and requirements of Apprentices/Trainees;
- to advise and support Host Employers in the progression of Apprentices/Trainees and where necessary negotiate remedial action or rotation in a timely manner;
- appropriate support and mentoring is available to Apprentices/Trainees and Host Employers;
- appropriately qualified staff will be supported with the relevant processes and procedures that will enable them to provide highest quality of service; and

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- provide all customers with an open, fair and accessible complaint and appeal process.

### **Our Service Level**

As part of our commitment MPA GTO's employees will:

- always identify themselves in a clear and accurate manner when contacting customers;
- wherever possible, provide a one point of contact service;
- aim to answer questions or resolve issues quickly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- address applications for apprenticeship within seven (7) working days upon receipt of an application;
- extend an invitation to an assessment test for suitable applicants;
- address (potential) Host Employer's enquiries same day as receipt;
- address (potential) Host Employer's expressions of interest for an apprentice placement same day as receipt;
- ensure timely and accurate payment and recording of wages;
- ensure that the Host Employers are correctly invoiced and that Taxation and Accounting Standards are met; and
- maintain privacy in compliance with MPASA's Privacy Policy, Privacy Act 1988 and Australian Privacy Principles.

### **Customer's Feedback**

MPA GTO encourages feedback to help improve its service level.

Processes for collection of feedback will include:

- open and unsolicited access to the MPA GTO team via telephone, facsimile or email during normal working hours;
- customer satisfaction surveys from time to time;
- ad hoc requests for feedback when MPA GTO team members are in contact for other reasons; or
- invitations to industry to participate in quality evaluation and improvement programs.

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All customer comments and suggestions will be:

- kept confidential unless an appropriate authority to use the information has been received; and
- reviewed for use in the improvement of MPA GTO's service level.

### **Feedback Channel**

Customer's satisfaction is MPA GTO's paramount commitment.

Should a customer wish to discuss or provide feedback in regard to MPA GTO's Customer Service Charter, please contact MPA GTO's Group Training Manager, Greg Lyng on 8292 4000 or 0447010812 or email at [Greg.Lyng@mpasa.com.au](mailto:Greg.Lyng@mpasa.com.au). Every effort will be made to resolve any arising issue to the customer's satisfaction as soon as possible.