

GROUP TRAINING POLICY AND PROCEDURES

CUSTOMER SERVICE CHARTER: 1.2.2 V2.3



MASTER BUILDERS ASSOCIATION SOUTH AUSTRALIA INCORPORATED

CUSTOMER SERVICE CHARTER

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AUTHORISED BY: Ian Markos, Chief Executive Officer

SIGNED:

A handwritten signature in blue ink that reads 'I - Markos'. The signature is written over a horizontal line.

CEO

DATE:

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CONTENTS

1	PURPOSE OF THIS CHARTER	3
2	OUR COMMITMENT	3
3	OUR BUSINESSS	3
4	OUR CUSTOMERS	3
5	MASTER BUILDERS SA EMPLOYEES WILL:	3
6	FEEDBACK	4

ACCESS AND EQUITY STATEMENT

In accordance with the State and Federal equal opportunity legislation, Master Builders SA is committed to providing equitable and accessible services to all people that are inclusive of culture, gender, and disability. Master Builders SA values diversity and respects social and cultural difference.

For further information please review the Master Builders SA Access and Equity Policy.

1 PURPOSE OF THIS CHARTER

We have developed this Customer Service Charter to communicate our commitment to provide the highest level of Quality of Service to all our group training customers.

2 OUR COMMITMENT

Master Builders Association SA Inc (Master Builders SA) Group Training department is committed to developing strong relationships with all of our customers. It is our intention to keep customers informed at all times and to adopt a continuous improvement policy to ensure satisfaction with all services provided.

3 OUR BUSINESS

To provide employment and training opportunities to persons seeking an apprenticeship or traineeship in the construction industry in any of the following trades:

- Carpentry
- Bricklaying
- Painting & Decorating
- Wall & Floor Tiling
- Solid Plastering
- Wall & Ceiling Liner
- Electrical
- Plumbing
- Roof Plumbing
- Concreting
- Landscaping
- Cabinetmaking

4 OUR CUSTOMERS

Master Builders SA defines our group training customers as all those that interact with the department including apprentices, host trainers and other contractors, government and funding agencies, members of the construction industry, registered training organisations, suppliers and any other business partner.

5 MASTER BUILDERS SA EMPLOYEES WILL:

- Give accurate, friendly and timely information
- Always conduct themselves in a professional manner
- Treat you with courtesy and respect
- Ensure confidentiality according to the Commonwealth Privacy Act 1988
- Abide by all relevant WHS policies and principles

6 FEEDBACK

Master Builders SA welcomes feedback on its performance for all services provided, including any recommendations or suggestions that may assist us in improving our service.

We welcome any feedback you may care to provide concerning our privacy policies or practices.

Master Builders SA

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