

Customer Service Charter and Complaint Handling policy

The Construction Training Fund (CTF) is committed to providing a high level of customer service through our values of integrity, leadership, collaboration and agility.

The CTF is also committed to an accessible, fair and equitable complaints handling process where we work together with our customers.

In line with the Australian Standard for Complaints Handling (AS ISO 10002-2006) the CTF will:

- Welcome feedback and suggestions for improvement;
- Willingly receive and manage complaints from customers who are dissatisfied with our decisions, actions or services;
- Provide accessible, transparent and accountable processes;
- Recognise customer feedback and complaints as opportunities to build knowledge and improve services.

The CTF will provide mechanisms for handling complaints which are accessible and flexible, in order to meet the needs of all customers.

CTF will:

- Promptly acknowledge and resolve complaints;
- Address each complaint in a sensitive, equitable, fair and unbiased manner;
- Involve customers in the complaint resolution process;
- Build a culture of customer service excellence, through leadership, knowledge, empowerment, skills and processes.
- Allocate appropriate resources to ensure that all complaints are properly investigated;
- Use customer feedback to continually improve processes and services.

Making a complaint and complaints handling process

Contact CTF on **9244 0100** or email inquiries@ctf.wa.gov.au

Write to us at

Construction Training Fund
PO Box 303
CLOVERDALE WA 6985

Complaints received by email will be acknowledged within 24 hours of receipt. Complaints received via traditional mail will be acknowledged within 5 working days of receipt.

If your complaint relates to a claim for a grant or training subsidy, it will be reviewed by the Supervisor of Programs who will provide you with a response. If you feel the response does not satisfactorily address your complaint, it will be reviewed by the Director, Communications and Operations.

If your complaint relates to another aspect of the CTF's operations, It will be reviewed by the Director, Communications & Operations.

If you feel that your complaint has not been resolved to your satisfaction, you may wish to contact the Ombudsman on **9220 7555** or **1800 117 000**. For more information please visit the website of the Ombudsman of WA at www.ombudsman.wa.gov.au