

CORP-002  
**CUSTOMER SERVICE CHARTER**



**1. MISSION**

PEER VEET staff will support PEER VEET's mission, and contribute to the achievement of PEER VEET's goals by:

- promoting best practice in employing, training and managing Apprentices and Trainees;
- providing high quality, customer-focused Apprentice and Trainee placement services, advice and information.

To do this we will work closely with our Host Employers to develop and improve:

- effective recruitment, employment, training and placement policies, processes and standards;
- effective communication and information systems for Host Employers, Apprentices, Trainees and PEER Staff;
- the skills, knowledge and professionalism of PEER VEET staff.

**2. VALUES**

We are committed to working in partnership with our customers (Host Employers, and others) to provide them with PEER VEET Apprentices and Trainees that are of the highest quality, are relevant to their needs and will assist them to achieve their business goals. We will always strive to provide our services in a manner that is:

- courteous
- consultative
- ethical
- professional
- correct
- dependable
- confidential
- available
- timely

**3. CUSTOMERS**

Our customers are the various principals, Chief Executive Officers and supervisors of organisations within the plumbing, electrical, electronic and refrigeration trade-based sectors of the Building, Construction and related Contracting industry of South Australia.

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**4. SERVICES**

We will provide Apprentices and Trainees all the associated services and support that is required to underpin a placement of an Apprentice or Trainee with a Host Employer.

We will consult and seek to reach agreement with our all our Host Employer clients about the range and scope of training our Apprentices and Trainees will receive during their placement. Our clients will also be assured of our Service Standards to which we are committed.

**5. QUALITY**

- We will strive to provide services that are best-practice in the human resources field.
- We will continually monitor, measure and review our services, and we will compare ourselves with other group training organisations in our own and other sectors.
- We will regularly seek the views of our customers, to gauge their level of satisfaction with our services.
- We will analyse the results of such investigations and surveys, and we will strive to continually improve our strategies and operations.
- We will always be open to opinion and constructive comment.

**6. SATISFACTION**

We will always strive to satisfy our customers.

Should a client be unhappy with any aspect of the service provided a complaint can be made under the Customer Services Charter to the Chief Executive Officer of PEER VEET. A staff member within PEER VEET staff with authority to resolve the issue will respond to the customer within five working days. Every effort will be made to resolve the issue to the client's agreement as soon as possible.

For more information please contact, Michael Boyce, Chief Executive Officer, PEER VEET, on 08 8348 1200 or E-mail: [mikeb@peer.com.au](mailto:mikeb@peer.com.au)

**7. REVIEW OF POLICY**

This policy will be reviewed every year from the date of endorsement or as circumstances require with consideration to its effectiveness and ongoing suitability.

**DOCUMENT REVISION / AUTHORISATION HISTORY**

Date	Description of Amendment	Prepared By	Authorised
24-Feb-2010	Version 1 – Supersedes 829PT	M Boyce	M Boyce

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