



Customer Service Charter

Purpose

Maxima's Customer Service Charter describes our commitment to deliver quality services to our customers. The charter explains who we are and the level of service our customers can expect to receive when they contact us or access our services. The charter also outlines how customers can give feedback on our service delivery performance.

Who we are

Maxima is a not-for-profit organisation which supports people in their pursuit of meaningful and fulfilling work. The organisation's original raison d'être was to provide 'group training' services within local government, helping to increase the uptake of apprentices. Today Maxima has diversified to provide a range of related recruitment, employment and training services to a wide range of jobseekers and employers. Based in South Australia, Maxima has recently opened offices in Brisbane and Melbourne.

Our customers

Our customer base is broad. It includes individuals seeking employment and training and a wide range of organisations that require staff on a temporary and/or permanent basis. Customers are any individuals, organisations or groups to whom we provide or potentially provide products services.

Our responsibilities to you

We will do our best to provide you with good service by:

- communicating openly with you
- providing information that is accurate and complete
- making decisions that are accurate and consistent
- having staff who are well informed, including being informed about our legal responsibilities
- helping you to select the services that best meet your needs
- being courteous and helpful
- ensuring that any concerns, feedback or complaints you may have about our services are handled promptly and efficiently.

The availability of services to customers can at times be disrupted by circumstances beyond our control. To minimise the impact of any disruption, Maxima has risk management and business continuity plans in place to support ongoing service delivery and communication with customers.

Recruitment.
Employment.
Training.

How you can help us to help you

We ask you to help us serve you better by:

- giving us accurate and complete information when requested
- keeping any reference numbers and correspondence handy when contacting us
- treating our staff with courtesy and respect
- letting us know if you do not understand any information we give you
- giving us feedback on how we can improve our products and services.

Our service standards

You can expect the following standards of service:

- When you telephone us, we will:
 - answer promptly and greet you, identifying who you are speaking to
 - return your call within one working day or within an agreed time.
- When you write to us (via letter, email, fax) we will:
 - in 90 per cent of cases, provide an answer within 20 working days of receiving the letter
 - for complex issues and requests, let you know when you can expect a response.
- When you visit us, we will:
 - greet you and advise when we can meet with you
 - for complex issues and requests, work with you to identify a suitable appointment time
 - attend within 10 minutes of any appointment made, or let you know if there is a delay.
- When we visit you, we will:
 - give advance notice that we wish to visit
 - arrange a convenient time.

Recruitment.
Employment.
Training.

Monitoring our performance

We will measure and report our performance by:

- an annual review of this charter to ensure it remains current
- an annual review of our performance against the service standards in this charter