



Victorian
Chamber of Commerce
and Industry

CUSTOMER SERVICE CHARTER



Our members and clients are our priority and we are committed to providing you with service excellence at every interaction.

To demonstrate this we will:

- > Treat you with respect, courtesy and provide a professional standard of service.
- > Listen and ask questions to build a complete understanding of your circumstances, needs and expectations.
- > Provide accurate and up-to-date information.
- > Focus on matching your needs with an appropriate service, product or solution.
- > Provide you with the names of businesses that may assist you should your request fall outside of our current product and service offerings.
- > Make notes of our interactions with you to hold us accountable, be transparent and ensure you don't need to repeat yourself when discussing the same enquiry over several interactions.

Contact & Response Times

With a variety of communication channels you can choose when and how to contact us.

By phone

Our phone number is 03 8662 5333 and our phone lines are open between 9am and 5pm Monday to Friday. This number is answered by a telephone consultant who will direct you to the appropriate department.

When you call us we understand that you have taken the time out of your busy day to speak to us, so it's important to us that we have trained team members ready to take your call in a timely manner.

We aim to answer 80% of our calls within 30 seconds. On occasions when we experience higher call volumes you have the option to choose a call back instead of waiting in queue.

If you are calling someone direct at the Victorian Chamber you may reach their voice mail. In this instance, if you leave your contact details, the staff member will endeavour to return your call within one business day.

By email, fax or social media

Our email address is info@victorianchamber.com.au, or if you need to fax us our number is 03 8662 5462.

You can also contact us via our social media accounts on Facebook www.facebook.com/victorianchamber/, Twitter www.twitter.com/vicchamber and LinkedIn www.linkedin.com/company/victorianchamber.

You can contact us at any time via these channels and when you do, your initial contact will be responded to by the next business day, usually sooner.

By letter

Our postal address is:
Victorian Chamber
GPO Box 4352
Melbourne
Victoria 3001

Should you choose to contact us by post with an enquiry, upon receipt of your letter we will respond to you within two business days.

For all contact channels

At all times our team members will action your requests as a priority. If your enquiry requires further investigation or research after your initial contact, we will:

- > Let you know why,
- > Keep you informed on progress,
- > Provide timeframes on how long it will take for us to provide a complete response.

For non-English speaking customers we are able to offer interpretative services in a select number of languages. Please let us know your preferred language and we will endeavour to assist.

Privacy of your information

We are committed to ensuring the privacy and security of all personal information collected from our members and clients.

The information collected during all interactions with you is for the purpose of handling your enquiry about membership, training, events or services available. If that personal information is not provided, we may be unable to process your enquiry, registration or keep you informed.

Your personal information will not be disclosed to any overseas recipients. If you do not wish to receive any marketing material or have your personal information disclosed to third party sponsors, please indicate so when contacting us.

Full details of the Victorian Chamber of Commerce and Industry Privacy Policy is located on our website at www.victorianchamber.com.au/victorian-chamber-privacy-policy

Feedback

We welcome your feedback and encourage you to let us know how we're going.

Should you have a compliment or suggestion please tell us. It's important for us to know what our members and clients think we should continue doing and what we could do to improve the value of our offerings.

You can provide feedback using our feedback email address feedback@victorianchamber.com.au or calling 03 8662 5333 whereby a team member will direct you through to the appropriate department to discuss.

If we don't get it right, please contact us at your earliest convenience. Your complaints provide us with an opportunity to learn, make appropriate changes if necessary and resolve your concern. Please refer to our internal complaints procedure at right for further information.

Internal Complaints Procedure

All members and clients are entitled to make a complaint about any aspect of our relationship with you and we are committed to handling all complaints in a fair, consistent and timely manner.

To make a complaint please contact 03 8662 5333 or email us at feedback@victorianchamber.com.au

In the first instance your complaint will be directed to a frontline team member of the appropriate department. They will ask questions to ensure they have understood your concerns. If your complaint can be resolved immediately the frontline team member will do so.

If your complaint cannot be resolved immediately the frontline team member will advise why and provide an expected timeframe for an outcome. Whilst keeping you informed of progress, the team member will take steps to provide an outcome as soon as possible.

If you are not satisfied with the outcome, you can escalate your complaint to the management team.

Your escalated complaint will be reviewed by a senior manager and you will be informed of ongoing progress and an expected timeframe for an outcome. The manager will make every effort to resolve your complaint as soon as possible.

All complaints and their resolutions are recorded in our database.