

Customer Service Charter

Wentworth delivers service with respect, compassion and integrity. These are our core values.

We will:

- provide you with friendly and timely service
- ensure that the information we provide you is accurate and in plain English
- protect the privacy of your personal information
- listen carefully to you so we can address your request promptly
- refer you on to other agencies if we are unable to help you directly
- correct mistakes quickly
- continuously improve our service using your feedback.

You can help by:

- treating our employees respectfully
- providing us with accurate information, openly and honestly
- reading, or have read to you, any information that we send or give to you
- replying to our requests on time
- contacting us if your income or household changes
- contacting us if you need further information
- providing feedback about the quality of our service.

Our standard response times:

Responding to:	Standard response times
Phone calls	within 24 hours (1 business day)
Emails	Within 48 hours (2 business days)
Individual appointment	We will be on time or advise you if there is a delay
Drop-in (no appointment)	Within an hour or we will make a suitable alternative time to meet you
Emergency after hours calls (to our after hours line)	Responded to immediately by phone. Less urgent matters will be dealt with during office hours

We welcome feedback

We would like to hear from you if you are pleased with our service, would like to make a suggestion, or make a complaint about our service delivery. We use this information to improve our service.

You can provide feedback by talking to a Wentworth employee, putting your feedback in writing or via email (admin@wentworth.org.au) or through participation in our annual Tenant Satisfaction Surveys.