

Customer Service Charter

1 Purpose Statement

A world class personal injury scheme supporting Tasmanians and road safety.

2 Values Statement

In seeking to achieve the Purpose Statement, the principal values of the Motor Accidents Insurance Board (MAIB) are:

- Team Commitment;
- Accountability;
- Flexibility and Adaptability;
- Respect, Understanding and Dignity; and
- Community Awareness.

3 Strategic Goals

The strategic goals of the MAIB are:

- Quality client service;
- Strong financial management;
- Towards zero serious road injuries and trauma;
- Valued, motivated and supported workforce;
- Enhanced client experience through continuous improvement; and
- Community and stakeholder engagement

4 Who Are Our Customers?

Our customers are people with whom we have dealings commercially or professionally both internally and externally.

5 Our Client Service

Our goal under Quality client service is to maximise the recovery and everyday life through quality client service and focussing on what matters most to our clients as individuals.

We care about *what matters most to our clients*

- We listen to our clients
- We treat our clients as individuals and have empathy for their situation

- We support our clients in their recovery

We keep our clients *informed*

- We talk with our clients
- We are transparent and explain our decisions
- We respond promptly

We keep things *simple*

- We are easy to work with
- We make the complex simple
- We aim to make our clients experience seamless

6 Being Accessible

6.1 Telephones

- We will endeavour to answer telephone calls within four rings and, if possible, aim to resolve your enquiry during that call.
- Calls will be redirected if a staff member is unable to take your call and, where appropriate, a message provided to the staff member you are seeking.
- Calls will be returned as soon as possible and always within 24 hours.
- A toll free number is available for calls to the MAIB.
- We will identify who you are speaking with.

6.2 Correspondence (Letters / Faxes / Emails)

- We aim to send a full response within five working days of receipt of correspondence and will include a contact name and telephone number.
- If a full response is not possible within five working days, a letter of acknowledgement will be sent within five working days advising when a full response will be provided.
- Correspondence will be written in plain English and will address any issues raised.
- Emails will be redirected (where appropriate) if a staff member is away.

6.3 Face to Face Contact

- We recommend that you make an appointment prior to attending the office if you wish to speak to a Claims Officer.
- If you do not have an appointment, we will endeavour to meet with you as soon as possible and advise you of likely waiting time.
- MAIB staff members will advise clients of their name and where appropriate, contact telephone number.

7 Provision of Quality Service

We will:

- Endeavour to understand your needs;
- Follow up on your needs where necessary;
- Take responsibility for the quality of work undertaken;
- Be accountable for work and decisions made; and
- Ensure legislative and organisational guidelines are applied and adhered to in all work undertaken.

7.1 Providing clear and accurate information

We will ensure that our:

- Forms are user-friendly to enable you to provide the information we require; and
- Website is easy to navigate and contains accurate and up to date information.

8 How You Can Help Us

Help us help you by:

- Providing us with accurate information so we can respond appropriately to you;
- Providing your current contact details and advising us if they change;
- Treating our staff with courtesy and respect;
- Providing us with feedback, so we can deliver a better service;
- Being open and honest in your dealings with us;
- Letting us know if there's anything that you don't understand;
- Responding to us within advised timeframes; and
- Advising us if matters are urgent or time sensitive so we can endeavour to respond within an acceptable timeframe.

8.1 Improving Our Service

We are constantly working to improve our service to our clients. We actively seek comments through client satisfaction surveys and address any issues that are raised in relation to our standard of service.

8.2 Making a Complaint

If you have encountered service that does not meet with acceptable standards, the MAIB would like to hear from you. We are committed to a timely and fair resolution of formal complaints and will ensure that your complaint is taken seriously.

Any complaints as to the standard of service provided may be addressed in writing to the:

Complaints Officer
MAIB
PO Box 590
Launceston TASMANIA 7250
Or email: info@maib.tas.gov.au

If you have made a complaint, every endeavour will be made to contact you within two business days of the complaint being received. If a more detailed investigation is necessary, this will be undertaken by either the Complaints Officer (Executive Officer) or appropriate Manager, who will contact you advising of the result of any investigations within 15 business days of the making of the complaint. Refer to our Complaint Handling Process for more information.

8.3 Reviewing Our Charter

We will review our charter at least every two years. We will consider all feedback and listen to our client' suggestions on how we might improve our service.

9 Contact Us

Business hours are from 8.30am to 5.00pm, Monday to Friday.

Contact details

Telephone Enquiries (03) 6336 4800
1800 006 224 (toll free)
Facsimile: (03) 6336 4848
E-mail: info@maib.tas.gov.au
Website: www.maib.tas.gov.au
Mail: PO Box 590
Launceston TASMANIA 7250