

**Purpose**

To outline the processes for receiving complaints, process improvements and compliments from Electrical Group Training (EGT) customers.

**Scope**

This procedure applies to all EGT staff.

**Definitions**

Customer/s:

- Staff (includes for EGT, CET and ECA WA);
- EGT Apprentices;
- Host employers;
- Government agencies;
- Training providers including the College of Electrical training and TAFE;
- Industry associations;
- Schools;
- Sponsors;
- The general public; and
- Other stakeholders.

Our expectations when dealing with our customers:

- Provide responsive, consistent, friendly service;
- Treat them with respect, courtesy and sensitivity;
- Provide accurate, timely and comprehensive assistance;
- Maintain confidentiality of personal information;
- Communicate with them on a regular basis, quickly resolve complaints;
- Listen to and act upon their feedback;
- Be accessible;
- Comply with all legal obligations and group training registration requirements;
- Offer tailored, personalised services that meet their needs; and
- Provide industry with ready access to a skilled, job ready, qualified workforce.

**Procedure**

The following flow chart outline the procedures for receiving and dealing with complaints, process improvement suggestions and compliments from our customers.

**Reference Documents**

- Customer Service Charter

