

CEACA Customer Service Charter

This charter guides CEACA's partnership with its communities and links with CEACA's values of accountability and consistency as outlined in the [CEACA Policy and Procedure Manual](#) which is available online at ceaca.com.au.

CEACA pledges to:

- ***Greet you in a courteous, helpful and friendly manner.***
- ***Endeavour to provide you with information that is accurate, relevant, up-to-date and easy to understand.***
- ***Make every effort to answer your questions and deal with your requests promptly.***
- ***Keep your personal information private and secure.***
- ***Write our letters, brochures, website and other notices in plain, easy English language.***
- ***Ensure you are referred to the right person if your request cannot be immediately dealt with, and you will be contacted within five working days. (As all CEACA employees are part time)***

We at CEACA will accept responsibility for our actions and be consistent in the application of our principles, policies and processes.

What customers can expect from face to face contact:

- We will wear CEACA identification when dealing with you.
- We will provide assistance with CEACA forms, when this is required.

What customers can expect on the telephone:

- We will answer ringing phones promptly; we will identify ourselves.
- We will ask for your name, phone number and the reason for your call and ensure we record your messages accurately.
- Calls will be returned within five working days. (As all CEACA employees are part time).
- If the person that you are trying to contact is not available when you call, you will be able to leave a message and you will receive a return call within five working days.
- Notification if the person you have called is unavailable for more than five working days.

What customers can expect with contact via email or writing:

Correspondence will be acknowledged within five working days and monitored until the request is finalised.