

## 16. Customer Service Charter

### About University of Melbourne GSA

GSA offers a range of services and programs to University of Melbourne graduates.

We are committed to providing our services in an accessible manner.

The Customer Service Charter explains what you can expect from us and what we expect from you when you use our services.

We will:

- Provide a safe environment for all graduates who use the services of GSA
- Provide you with information on the services we offer.
- Respect your privacy.
- Provide a respectful, courteous service and listen to your concerns.
- Provide you with accurate information within a reasonable time.
- Be available between 9.00am and 5.00pm Monday to Friday (except public holidays or designated shut down times as communicated).
- Respond to your requests for information and return your phone calls within two working days.
- Arrange a qualified interpreter to assist non-English speaking people if requested.
- Provide quality services delivered by professional staff.

You can expect our staff and student representatives to:

- Observe the highest standards of ethical and professional behaviour.
- Treat any information you give us as confidential, unless the law says otherwise.

Your responsibility to us is:

- To provide accurate information.
- To respect the rights of our staff and student representatives to feel safe.
- To observe the policies and procedures linked to the specific service that you are using.

## Privacy

GSA takes your privacy seriously and works to ensure that we meet our obligations under the [privacy policy](#).

## Complaints

If you have a complaint/feedback GSA will attempt to resolve it in line with our [Feedback/Complaint Process Framework](#).

### **Complaints/Feedback Process**

You may lodge your complaint/feedback using the [form](#) available on our website.