

# Equestrian Queensland Customer Service Charter



What you can expect from us

We will:

- provide you with up-to-date and accurate information
- be fair and impartial in our dealings with you
- treat you with respect and honesty
- respect your privacy
- listen to your feedback and be responsive.

What we ask of you

To help our staff deliver the highest quality of service, we ask you to:

- provide us with accurate information and documents, and
- treat our staff with courtesy and respect
- advise us when your details change.

How you can tell us what you think of our services

We value your opinion. If you are happy with the level of service received, please let us know, because we believe in providing staff recognition for the provision of good customer service.

If you are unsatisfied with our level of service and would like to provide suggestions about how we could do better, please contact us at [manager@equestrianqld.com.au](mailto:manager@equestrianqld.com.au)

Complaints

We want to hear from you if you have a complaint about the level or quality of service received, or about a decision that Equestrian Queensland has made that will affect you.

Because our aim is to deliver quality service, we take complaints seriously. We believe that our members should have a right to express their dissatisfaction and we recognise that attending properly to complaints will help us to identify and rectify any areas in which we can improve our services.

You have a right to:

- discuss the problem with the person you have been dealing with
- talk to the CEO or Sport Committee Chair if you are unsatisfied
- forward your complaint if you still have concerns to the Board of Equestrian Queensland.

We will work to resolve any complaint as early as possible. We will acknowledge your complaint within one working day and we will aim to resolve your complaint within 28 working days.

If there are delays or difficulties in resolving your complaint, we will contact you and keep you informed of the progress.