



## Customer Service Charter

### CONTACT US

**Head Office**

2 Birdwood Avenue Moonah, 7009

**M** PO Box 1025 Glenorchy, 7010

**P** (03) 6208 0500

8.00am – 10.00pm 7 days a week

**E** [enquiries@thedistrictnurses.org.au](mailto:enquiries@thedistrictnurses.org.au)



The District Nurses

SINCE 1896

## The District Nurses purpose is 'Committed to Care'. We have been providing community nursing and in-home support for people of all ages since 1896. We are committed to providing outstanding customer service that supports our clients to remain healthy and independent in their homes and community.

This Customer Service Charter outlines how we will endeavour to serve you and what you can do if you believe we have not delivered to those standards.

### What you can expect

- The highest standards of care
- Friendly , courteous, professional and respectful service
- Staff identification either by personal introduction or name badge
- Prompt handling of all enquiries
- Your needs to be listened to and responded to
- A telephone service that provides for waiting times of less than 2 minutes
- Response to your telephone message within 1 working day
- Telephone advice in advance of any temporary change to your scheduled visit(s)
- Written advice in advance of any significant changes to the way we deliver our services
- Minimal waiting times when you visit our offices
- Written response to emails within 2 working days and to letters within 7 working days. If a full reply is not possible within these time frames, you will receive an acknowledgment which will indicate when the reply can be expected and the name of the person to contact with queries.

### Compliments and complaints

We welcome and value feedback, comments or suggestions on the service you receive.

While every effort will be made to ensure client satisfaction, we recognise that there may be occasions when you may not be fully satisfied with the service you have received.

You can provide feedback face to face at our offices, by telephone or in writing (by email or letter) or through our website.

### When we receive a complaint

We will register your complaint and send it to the relevant section for investigation. We will act on or acknowledge your complaint in writing within 7 working days. While most issues can be resolved quickly, some may take some time. We will keep you informed about the progress of your complaint if it is likely to take longer to investigate.

### What if you are not happy?

While we believe that most complaints can be fixed quickly, if you are not happy with the outcome of a complaint, you can write to the Chief Executive who will review the matter.

### What to do if you are still not happy

If you are still not happy with the result after the Chief Executive's review, you have the right to seek an external review from an outside agency.

Agencies that can be contacted are:

#### **Aged Care Quality and Safety Commission**

GPO Box 9819  
Hobart  
Tasmania 7000

**P** 1800 951 822

#### **Health Complaints Commissioner Tasmania**

GPO Box 960  
Hobart  
Tasmania 7001

**P** 1800 001 170