



HIA

CUSTOMER SERVICE CHARTER

WHO ARE OUR CUSTOMERS?

Our customers include our members, potential members, suppliers, colleagues and all those we come into contact with through our business, policy and advocacy activities.

OUR CUSTOMER SERVICE INTENT

We Respond

- We will respond promptly to enquiries through our network of business development representatives, and workplace, legal and technical services teams
- We aim to respond to phone enquiries and emails within one working day – and mail correspondence within 10 working days
- We commit to ensuring our knowledge of the residential building sector enables us to provide accurate and up to date information, when you need it
- We extend the same standards of responsiveness to our colleagues by sharing our knowledge and supporting them to respond in turn to you

We Are Eager to Share

- We aim to build our knowledge of the residential building sector so we can understand your needs
- We aim to put you at the centre of what we do
- We aim to consistently go the extra mile, always asking “can we do more?”
- We design our communication systems and interactions by putting your experience first
- We have an outcomes-focus towards providing solutions for your business needs

We Exercise Discretion

- We have systems in place to ensure that we protect confidential information
- We handle all customer information in accordance with the *Privacy Act, 1988*.
- We respect the privacy of our internal customers in exactly the same way

We Are Professionals

- Our staff are courteous, enthusiastic and professional, and will always greet you with their first name
- Our business dealings with you will be conducted with integrity and honesty
- We will conduct ourselves with openness, honesty and transparency in the workplace at all times

Even when you connect with us through our website you can expect:

- To be able to access reliable and useful information anytime, anywhere, using any device
- That the website is easy to use and up to date
- That for those who sign up to receive our information, to always have the option to unsubscribe

We look forward to sharing the professional journey with you and ensuring you're in good hands.



you're in good hands