



CUSTOMER SERVICE CHARTER

Multicultural NSW Language Services provides comprehensive interpreting and translation services throughout NSW in over 100 languages and dialects.

These services facilitate equal participation and access to government services within Multicultural NSW as enshrined in the **Multiculturalism Act (2000)**.

Language Services is the NSW Government's only commercial language services provider, with a 30 year history of serving the community and people of NSW.

This **Customer Service Charter** demonstrates our commitment to continual improvement in our delivery of language services.

Chief Executive Officer Statement

The people of NSW value, expect and deserve excellent customer service. Multicultural NSW Language Services is committed to providing a quality and professional service for the people of NSW.

The interpreters and translators employed by Multicultural NSW Language Services are highly qualified professionals who contribute to maintaining social cohesion and harmony within one of the most culturally diverse states in the world.

Our **Customer Service Charter** articulates our values and objectives, and provides an overview of what the people of NSW should expect from Multicultural NSW Language Services.

A handwritten signature in black ink, appearing to read "Hakan Harman", written over a horizontal line.

Hakan Harman
Chief Executive Officer

Our Commitment

Multicultural NSW Language Services is committed to providing the highest quality and professional language services available in NSW. In order to achieve this we have established processes, procedures and guidelines for our staff, and established evaluation and service improvement processes that assist us in maintaining 'best practice' in the delivery of language services. We have also clearly articulated what our customers should expect from our staff and the services we provide.

What can you expect from us?

- You will be treated respectfully, fairly and with courtesy in a consistent and ethical manner
- We will always be responsive to your needs and where required offer assistance
- Qualified professionals will be available to provide advice on our translation and interpreting services
- The people we employ will be trained professionals
- We will acknowledge or reply to your written communications within 3 working days
- We will advise you in advance of any costs involved with the service you are seeking
- We will agree deadlines with you and ensure they are met
- We actively seek and welcome feedback from you on how we can improve our services
- Complaints will be dealt with expediently and the outcomes incorporated within our service provision reviews
- Where appropriate, we will utilise technologies to offer greater access and assistance to customers

Help us Improve

Whether your feedback is positive or negative we want to hear it. We want to know where we can improve and where we have it right. We view your input as a vital part of our review process and welcome all feedback. Feedback can be passed to us via any of the following methods:

- Talk to one of our Customer Service Officers
- Call the Manager Operations on 1300 651 500
- Send an e-mail to: languageservices@multicultural.nsw.gov.au

Complaint Procedures

We know that despite our best intentions, sometimes things go wrong. To ensure problems never reoccur we have in place a formal procedure that feeds into our review process and endeavours to rectify the problem in the shortest time possible.

Once a complaint is made, whether verbal or in writing, we will acknowledge and respond within 3 working days. A formal investigation will be undertaken, overseen by the Manager Operations, who will advise you of the outcome. If the matter is handled by someone other than the Manager Operations you will be advised. If you feel dissatisfied with the result and solutions offered you can escalate the issue to the Director Language Services or lodge a complaint with the office of NSW Ombudsman who will undertake an investigation and advise you of the final result.

All complaints received by Multicultural NSW are formally recorded in it's database. We monitor complaints to ensure they are handled in a timely manner.