Customer Standards of Service

March 2024

We fully appreciate that excellent customer service is key to the delivery of high quality public services and we are committed to meeting the needs of our customers in line with our values of being a progressive, ethical, responsive and exemplary organisation.

# PROGRESSIVE

Forward thinking, outward looking, and creative in seeking better ways to support the economy and society.

## ETHICAL

Always acting with integrity, impartiality and utmost professionalism, and demonstrating openness and accountability.

## EXEMPLARY

Challenging ourselves to be the best we can be and a role model in employment relations and equality, diversity and inclusion.

## RESPONSIVE

Listening to our customers and adapting to ensure our services meet their needs.

We will respond effectively to callers to the WORKPLACE INFORMATION SERVICE. We will answer your calls within 1 minute

STAKEHOLDER AND CUSTOMER SATISFACTION with the quality of joint events

# %

# 74 % of customers reported GREATER CONFIDENCE IN DEALING WITH EMPLOYMENT RELATIONS matters because of attending our events.

Customer satisfaction with the QUALITY OF IN-COMPANY events 97% with 93% reporting greater confidence in dealing with employment relations matters as a result of attendance at events

92% of planned public events delivered and 12 PUBLIC EVENTS DELIVERED to date.

Customer satisfaction with the QUALITY OF PUBLIC events 97% with 98% reporting greater confidence dealing with employment relations matters as result of attendance at events.

MEDIATIONS that took place and REACHED AGREEMENT during this

period 80%

Based on customer feedback we will ANSWER your call within one minute.

ACHIEVE less than 5% lost call rate.

Provide ADVISORY WORKSHOPS resulting in participants feeling more confident in dealing with issues (at least 90% satisfaction)

We will deliver an early conciliation service which result in FEWER CLAIMS going to tribunal - Aim to achieve no less than 80% claims settled

Deliver a conciliation service which results in at least 70% CASES SETTLED

Deliver an effective MEDIATION SERVICE - no less than 80% cases resolved

Provide EVENTS that achieve at least 95% satisfaction