

# Customer Service Charter

## 1 Vision Statement

Supporting people impacted by road trauma.

## 2 Values

In seeking to achieve the Vision Statement, the values of the Motor Accidents Insurance Board (MAIB) are:

- Team Commitment;
- Accountability;
- Flexibility and Adaptability;
- Respect, Understanding and Dignity; and
- Community Awareness.

## 3 Strategic Goals

The strategic goals of the MAIB are:

- Client centred outcomes;
- Maintain financial sustainability;
- Contributing to making Tasmanian roads safer ;
- Safe and supported workplace ;
- Enhanced client experience through continuous improvement; and
- Community, provider and stakeholder engagement.

## 4 Who Are Our Customers?

Our customers are people with whom we have dealings commercially or professionally both internally and externally.

## 5 Our Client Service

Our goal in respect to 'quality client service' is to maximise the recovery and everyday life through quality client service and focussing on what matters most to our clients as individuals.

### **We care about *what matters* most to our clients**

- We listen to our clients;
- We treat our clients as individuals and have empathy for their situation; and
- We support our clients in their recovery.

**We keep our clients *informed***

- We talk with our clients;
- We are transparent and explain our decisions; and
- We respond promptly.

**We keep things *simple***

- We are easy to work with;
- We make the complex simple; and
- We aim to make our clients' experience seamless.

**5.1 New Claim Assessment**

- We aim to contact you within five working days after receipt of your claim to notify you of the status of your claim.

**5.2 Telephones**

- We will endeavour to answer telephone calls in a timely manner and, if possible, aim to resolve your enquiry during that call;
- Calls will be redirected if a staff member is unable to take your call and, where appropriate, a message provided to the staff member you are seeking;
- Calls will be returned as soon as possible and always within two whole working days;
- A toll free number is available for calls to the MAIB; and
- We will identify who you are speaking with.

**5.3 Correspondence (Letters / Faxes / Emails)**

- We aim to send a full response within five working days of receipt of correspondence and will include a contact name and telephone number;
- If a full response is not possible within five working days, a letter of acknowledgement will be sent within five working days advising when a full response will be provided;
- Correspondence will be written in plain English and will address any issues raised; and
- Emails will be redirected (where appropriate) if a staff member is away.

**5.4 Face to Face Contact**

- We recommend that you make an appointment prior to attending the office if you wish to speak to a Claims Officer;
- If you do not have an appointment, we will endeavour to meet with you as soon as possible and advise you of likely waiting time; and
- MAIB staff members will advise their name and where appropriate, contact telephone number.

## 6 Provision of Quality Service

We will:

- Endeavour to understand your needs;
- Follow up on your needs where necessary;
- Take responsibility for the quality of work undertaken;
- Be accountable for work and decisions made; and
- Ensure legislative and organisational guidelines are applied and adhered to in all work undertaken.

### 6.1 Providing clear and accurate information

We will ensure that our:

- Forms are user-friendly to enable you to provide the information we require; and
- Website is easy to navigate and contains accurate and up to date information.

## 7 How You Can Help Us

Help us to help you by:

- Providing us with accurate information so we can respond appropriately to you;
- Providing your current contact details and advising us if they change;
- Treating our staff with courtesy and respect;
- Providing us with feedback, so we can deliver a better service;
- Being open and honest in your dealings with us;
- Letting us know if there's anything that you don't understand;
- Responding to us within advised timeframes; and
- Advising us if matters are urgent or time sensitive so we can endeavour to respond within an acceptable timeframe.

### 7.1 Improving Our Service

We are constantly working to improve our service to our clients. We actively seek comments through client satisfaction surveys and address any issues that are raised in relation to our standard of service.

### 7.2 The MAIB's Complaint Process

If you have encountered service which does not meet with acceptable standards, the MAIB would like to hear from you. We are committed to a timely and fair resolution of formal complaints and will ensure your complaint is taken seriously.

A good place to start is to speak with a Claims Officer who will work with you to resolve your concerns. If you remain dissatisfied, you can ask to speak to a Team Leader.

If you would like to take your complaint further, you can make a verbal or written complaint to the Complaints Officer by calling 6336 4800 or in writing to:

Complaints Officer  
MAIB  
PO Box 590  
Launceston TASMANIA 7250  
Or email: [info@maib.tas.gov.au](mailto:info@maib.tas.gov.au)

If you have made a complaint, every endeavour will be made to contact you within two working days of the complaint being received. If a more detailed investigation is necessary, this will be undertaken by either the Complaints Officer or appropriate Manager, who will contact you advising of the result of any investigations within 15 working days of the making of the complaint. Refer to our Complaint Handling Procedure for more information.

You can be expected to be treated with courtesy and respect by our staff. We also expect that you will treat our staff with courtesy and respect. You will appreciate that we do not expect our staff to accept threatening, abusive or unreasonable behaviour. Any such behaviour will not be tolerated.

Review of an MAIB Decision: If you are not satisfied with the decision made by the Complaints Officer or Manager, you can refer the matter to the Chief Operating Officer (COO) for review. The COO will conduct an investigation and provide a response within 15 working days upon receipt of the request for review of the original decision.

### **7.2.1 Referral to the Ombudsman**

If you are unsatisfied with the decision made by the COO, you may refer the matter to the Ombudsman. The contact details for the Ombudsman are as follows:

Office of the Ombudsman  
GPO Box 960  
Hobart TAS 7001  
Free call: 1800 001 170  
Email: [ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)  
Website: [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

### **7.2.2 Assistance**

If the assistance of an interpreter is required to submit a complaint, please contact the Translating and Interpreting Service (TIS) National on 13 1450 and ask to be connected to the Motor Accidents Insurance Board.

If you have a hearing impairment, you can contact the MAIB through the National Relay Service.

TTY users - phone 133 677 then ask for 1800 006 224.

Speak and listen users - phone 1300 555 727 then ask for 1800 006 224

### 7.3 Reviewing Our Charter

We will review our charter at least every two years. We will consider all feedback and listen to our clients' suggestions on how we might improve our service.

## 8 Contact Us

Working hours are from 8.30am to 5.00pm, Monday to Friday.

### Contact details

Telephone Enquiries (03) 6336 4800

1800 006 224 (toll free)

Facsimile: (03) 6336 4848

E-mail: [info@maib.tas.gov.au](mailto:info@maib.tas.gov.au)

Website: [www.maib.tas.gov.au](http://www.maib.tas.gov.au)

Mail: PO Box 590  
Launceston TASMANIA 7250

## 9 Review and Amendment

The Chief Operating Officer is responsible for reviewing this document every two years. Amendments shall be authorised by the Chief Executive Officer before reissue.