

# CUSTOMER SERVICE CHARTER

FEBRUARY 2022





At the National Heavy Vehicle Regulator (NHVR), we are guided by our organisation purpose and values in everything we do. Our values form the foundation of how we conduct ourselves and interact with you, our customers.

The customer service charter supports our commitment to upholding the highest standard of customer service excellence and provides you with information on how we will achieve this. The customer service charter clearly defines the standards you can expect when dealing with NHVR to ensure a excellent customer experience.

## ABOUT THE NHVR

Headquartered in Brisbane, the NHVR is Australia’s regulator for all heavy vehicles. Established in 2012 as an independent statutory authority pursuant to the *Heavy Vehicle National Law Act 2012 (Qld)* (HVNL), it opened for business on 21 January 2013.

The HVNL commenced on 10 February 2014 in the ACT, New South Wales, Queensland, South Australia, Tasmania and Victoria. It replaced six sets of legislation with one national rule book to minimise the compliance burden on industry, and reduce duplication and inconsistencies across state and territory borders.

The NHVR continues to engage with government and industry in the Northern Territory and Western Australia to encourage regulatory cooperation and safety outcomes.

The NHVR reports directly to responsible Ministers through the Infrastructure and Transport Ministers’ Meetings (ITMM). The ITMM’s membership is made up of the ministers for roads, transport and infrastructure in each jurisdiction and the Commonwealth. It is chaired by the Federal Minister for Infrastructure and Transport.

## WHO ARE OUR CUSTOMERS?

NHVR Customers include any person or organisation who uses our services or with whom we work in order to ensure a safe and productive heavy vehicle industry.

### Our Customer Experience Principles



#### Customer first

You do what you are going to do



#### People matter

You make my industry better



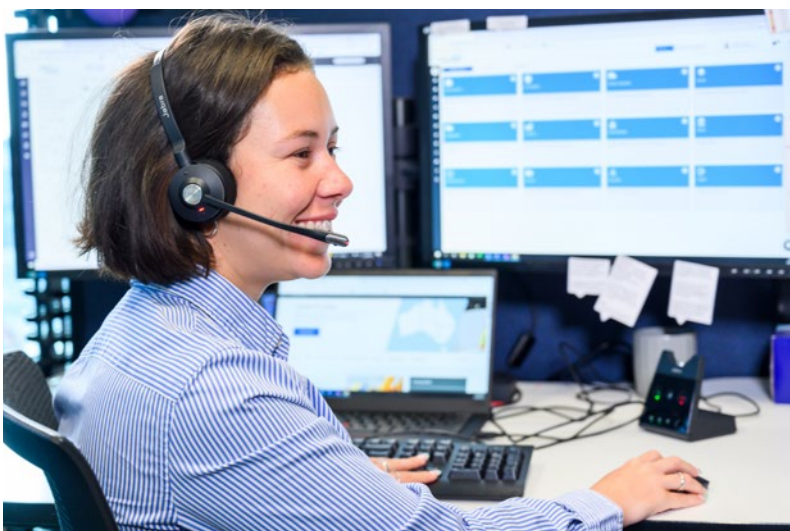
#### Strong partnerships

You enable me to make informed decisions



#### We add value

You genuinely understand my needs





## CUSTOMER SERVICE STANDARDS

### Our service commitment:

- We are respectful to our customers
- We provide prompt, courteous, and efficient customer service
- We will provide end to end solutions within our capability
- We are realistic and transparent in terms of what we can do and by when
- We provide you with accurate and consistent information
- We behave professionally and with integrity when representing the NHVR
- We respect your privacy
- We understand customer problems and provide beneficial outcomes
- We actively seek out your feedback to ensure our service is meeting your needs.

### Telephone enquiries

- We will answer your call promptly
- We treat you as an individual and personalise your call
- We will respond to recorded voice messages within one business day
- We take personal responsibility and ownership of your enquiry
- We actively listen to your enquiry to understand the purpose of your call
- We ask for permission before transferring you or putting your call on hold
- We keep you updated with progress if your call is 'on hold' for more than two minutes; alternatively, we will ask if you would prefer a call back to avoid delays.

### In-person

- We give you our full attention
- We are professional in our appearance
- We take the time to build rapport
- We treat you as an individual
- We are friendly and welcoming.

### Written, website or email enquiries

- We acknowledge all enquiries within one business day of receipt
- Where your enquiry requires more in-depth follow-up, we will notify you in writing of the anticipated timeframe
- We communicate using clear, simple language and will limit the use of jargon
- We maintain a professional and friendly tone when communicating in writing
- We always provide an email signature with appropriate contact details.

### Social media

- All NHVR social accounts will be monitored 7 days a week. The team will respond to direct messages within 1 business day. At times we may need to do further investigation to answer your query. In these instances, we will inform you
- The NHVR will ensure the acceptable use of its social media accounts. The NHVR will only reply when a response is deemed positive and constructive
- We will strive to provide a response to you on the same social media platform, however, where applicable we will provide the relevant contact to assist with your enquiry.





## HOW YOU CAN HELP US DELIVER ON OUR PROMISE

You can help us meet our commitment to you by:

- Being courteous, polite and respectful towards NHVR employees
- Providing us with complete and accurate information so that we can respond to your enquiry promptly
- Bringing any concerns or enquiries about our product or service to our attention as soon as practical
- Providing us with honest feedback about the level of service we provide through customer surveys that we champion.

## CUSTOMER COMPLAINTS

As we strive to deliver exceptional customer service, we encourage you to provide feedback. Whether you have a request for action or a complaint, we would like to hear from you. When we receive a complaint from you, we will:

- Listen objectively to your concerns
- Manage the complaint with courtesy and respect
- Impartially investigate your complaint
- We will resolve complaints as quickly as possible, with resolution by 15 business days. Complex complaints may take longer to investigate. The complainant will be informed if the process is going to take more than 15 business days.
- Keep you updated with progress and ultimately with an outcome
- Inform you of any action we have taken
- Use the information you provide to improve our products or services.

### Feedback

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff. If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you. A feedback form is available online.

### How to contact us

[www.nhvr.gov.au](http://www.nhvr.gov.au)

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