

# SERVICE DELIVERY STANDARDS

## OUR CUSTOMER SERVICE STATEMENTS

- We are committed to service excellence by consistently delivering service of the highest quality**
- We recognise the importance of having positive and respectful relationships with all of our stakeholders**
- We value your feedback and we will work with you to understand how to improve our services**

## OUR SERVICE DELIVERY STANDARDS

The administrative body that supports our Board will observe the following service delivery standards:

### Answer incoming telephone calls:

In most instances your call will be answered straight away, but if this is not possible your call will be returned within 1 business day.

### Complex enquiries and correspondence:

If your enquiry is complex and cannot be answered straight away, you will be advised of when you can expect a response. This will depend on the complexity of your enquiry as our aim is to provide you with the right information in a timely manner.

### Acknowledge your email or website contact:

Within 1 business day.

### If we can't provide the service you require, we will endeavour to refer you to where the service may be available:

100% of the time.

### Reply to general enquiries and correspondence:

Within 5 business days.



Education  
Standards  
Board

early childhood to  
senior schooling

