



Customer Service Charter

• Commitment to Service Statement

We are committed to meeting the needs of and developing strong relationships with our customers in respect to the commercial provision of infrastructure and services. Providing reliable and valued services to our customers is fundamental to this commitment.

We will strive to be responsive and effective in providing customers with valued professional service.

We will continue to operate and manage the state's ports and associated infrastructure in a commercially viable manner, ensuring long term sustainability for the benefit of our customers and the Tasmanian community generally.

• What You Can Expect from Us

Our Values

Tasports is committed to the following values:

- Protect the health and safety of our staff and others affected by our operations.
- Provide our customers with a responsive and quality service.
- Respect for individuals.
- To be trustworthy and honest.
- To act fairly with each other in all dealings.
- To have courage to do the right thing.

Our Customers

As custodians of Tasmania's port assets, Tasports identifies its client base to include the broader community, as stakeholders, in addition to those customers who directly use port services such as, importers, exporters, freight and transports businesses (road, rail, sea and air), shipping companies and agents.

Our Service Standards

When you visit one of our offices, we will:

- Treat you courteously and respectfully.
- Identify ourselves and when your name is established we will use it in all our dealings, wherever possible.
- Wear name badges at reception.
- Listen and respond to your request promptly.
- Aim to provide you with accurate information at all times

When you contact us by phone, we will:

- Answer your call promptly or aim to return your call within one working day.
- Quickly refer you to the most appropriate person available to handle your enquiry.

If we are unable to provide an immediate answer to your enquiry we will seek the information you require and respond as soon as practicably possible.

We will also:

- Respond to your letters, faxes and email within seven working days.
If we are unable to answer your enquiries within this period, we will advise you when you can expect a detailed response.

- Render wharfage invoices within seven working days from receipt of manifests.
- Render other invoices within seven working days from receipt of advice on all costs.
Some external costs are billed to us monthly, these will be on-forwarded (invoiced) to you within seven working days from their receipt by us.
- Consult with you in respect to significant changes in Tasports' policy, operations, port development and rates or charges that may be relevant to you.
- Pay accounts promptly, although we will not enter into arrangements where accounts are required to be paid less than 14 days from receipt of invoice.
- Provide port (shipping) services 24/7, although bookings are required with at least 24 hours notice.
We will also respond to last minute changes and other unforeseen circumstances to our best ability. Port services include pilotage, shipping access to and use of port facilities and berths.

• Customer Feedback and Complaints

Tasports welcomes customer feedback and suggestions for improvement. This feedback can be directed to the Tasports representative dealing with your enquiry or to the Executive Manager – Marketing.

Complaints can be made in accordance with the company's 'Complaint Resolution Avenues'.

• How to Contact Us

General Enquiries should be directed to our reception, where you will be referred to the most appropriate person to help you with your enquiry.

Reception

Telephone 1300 366 742
Fax 6421 4988
Email secretary@tasports.com.au
Web www.tasports.com.au

Office Locations

Head Office, Devonport 48 Formby Road Devonport PO Box 478 Devonport Tasmania 7310	Bell Bay Mobil Road Bell Bay Locked Bag No. 4 Georgetown Tasmania 7253
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