

CUSTOMER SERVICE STATEMENT

The Victorian Institute of Teaching is committed to providing quality service to registered teachers and the general public.

The Customer Service Centre

The Institute employs Customer Service Officers who staff the Teachers' Hotline and the Institute's reception desk. Customer Service Officers also respond to emails to the Institute's electronic mailbox.

Our values

The Institute's values reflect those in the [Victorian Teaching Profession Code of Ethics](#). The Institute's Strategic Plan 2006–09 incorporates these same values: integrity, respect and responsibility.

Integrity is demonstrated by:

- acting in the public interest
- exercising expertise and authority independently to fulfil its legislative obligations
- behaving openly, honestly and accountably and adhering to accepted principles of fairness in all dealings.

Respect is demonstrated by:

- acknowledging the professionalism, needs and commitment of all teachers and all others with a legitimate stake in the outcome of its work.

Responsibility is demonstrated by:

- being aware of the impact its work and decisions have on teachers, students and the wider community – and acting accordingly
- striving to be knowledgeable, objective, responsive, efficient and effective in everything it does.

These values also underpin the operation of the Customer Service Centre.

In carrying out their duties the Institute's Customer Service Officers are expected to apply the following standards of professional practice.

Customer Service Officers:

- know and understand Institute policies, procedures and programs
- share information with their colleagues
- identify the Institute and themselves when they greet callers
- always check through the Institute's information system (VITIS), the identity of the caller
- assume management of the problem identified by the caller
- aim for first-call resolution
- allow the caller time to explain their reason for calling
- are friendly, courteous, fair and impartial in their dealings with the caller
- treat the caller with patience, tolerance, dignity and respect
- provide information that is thorough, accurate, consistent and easy to understand
- explain all available options to the caller
- correct any mistake openly, honestly and promptly
- respond courteously and promptly to any complaint a caller may have about the Institute's services
- respect the right of the caller to see the information the Institute holds about them and to have their personal information protected in accordance with information privacy legislation
- refer where necessary a call to a colleague or supervisor and before transferring the call, provide the name of the caller.

The Teachers' Hotline

The Teachers' Hotline operates from 8.30 am to 5.30 pm Monday to Friday.

Abusive or offensive calls to the Teachers' Hotline

From time to time Customer Service Officers receive calls from teachers or members of the public whose manner is abusive or offensive. The abuse may be personal or general in nature.

If, in the opinion of a Customer Service Officer, a caller's behaviour becomes rude, abusive or aggressive, the Customer Service Officer may:

- advise the caller that if the behaviour continues, the call will be terminated
- terminate the call if the behaviour continues.

When a conversation is terminated, the Customer Service Officer will inform their manager of the incident. The manager will make a note of the event in the document management system. Where appropriate, the manager will refer the matter to the Group Manager, Communications & Research Branch.

Email and written correspondence

Customer Service Officers seek to respond to emails within five working days. The email and the response is recorded in the Institute's document management system. Complex matters may require referral to another officer. Written correspondence is assigned to a responsible officer for reply.

We value your feedback

The Institute welcomes constructive feedback on how it might improve its customer service at reception, on the Teachers' Hotline and through its email and written correspondence.

To provide feedback, email vit@vit.vic.edu.au or contact the Manager, Customer Service Centre on (03) 8601 5848 providing your contact details. The Institute will respond to you directly and make every effort to resolve your concern.