

Customer Charter



**BTA P/L is committed to delivering high quality service to all our customers and to continually improve our service.
BTA P/L commitment is reflected in this Charter.**

What to expect when you contact us:

BTA P/L will:

- deal with your enquiry in a polite, helpful, respectful, and efficient manner
- listen to what you have to say
- offer you options where this is possible
- refer you on, if this is appropriate
- get it right
- correct mistakes and wherever possible, give you an explanation
- give you prompt and efficient service
- if your request requires a response, BTA P/L will do this within 24 hours
- if we are not able to respond in the time frame, BTA P/L will provide you with a realistic time frame
- maintain your confidentiality
- provide assistance if we can.

What we expect from you:

- identify yourself so that we know we are talking to the right person
- have the correspondence that has been issued to you ready, so that we know what you are talking about
- treat our staff with courtesy.

How to contact us:

By Mail: BTA P/L
PO Box 779, Melton VIC 3337

By Phone: (03) 9747-9569

How you can give us feedback:

You can write to BTA P/L and tell us how you feel about our service.