



# **CLIENT SERVICE CHARTER**

***Multicultural Hub Canberra staff are committed to providing a quality service to all clients.***

## **What our clients can expect**

- To be treated courteously, sensitively, openly and honestly
- To be provided with accurate, consistent, timely and clear information
- To have suggestions and complaints taken seriously and learnt from
- To be looked after by trained staff
- That the information provided to us will be kept absolutely confidential, as required by the Privacy Principles set out in the Privacy Act 1988, a copy of which is available on request
- That an interpreter will be arranged should one be needed to use our services
- That all Australian laws will be respected and adhered to in our dealings

## **Help us help you**

**So that we can provide a high quality service, it is essential that you:**

- Give us accurate and complete information about your circumstances
- Let us know as soon as possible if you cannot keep an appointment
- Let us know if you need an interpreter
- Be courteous to our staff

## **If you are not satisfied**

**If you are dissatisfied with our service or would like to suggest a change:**

- Talk to staff or ask to speak with the Manager
- Telephone the Manager on (02) 6100 4611, email [info@mhub.org.au](mailto:info@mhub.org.au)
- write to QMLC Manager, PO Box 520 Queanbeyan NSW 2620.
- Anonymous complaints will be treated equally, but identifying yourself to us will enable us to respond to your concerns.

## ШТО МОЖАТ НАШИТЕ КЛИЕНТИ ДА ОЧЕКУВААТ?

ДЕКА ЌЕ БИДАТ ТРЕТИРАНИ СО ЛЌУБЕЗНОСТ, ЧЕСНОСТ И ИСКРЕНОСТ.  
ДЕКА ЌЕ ИМ СЕ ДАВААТ ТОЧНИ, НАВРЕМЕНИ И ЈАСНИ ИНФОРМАЦИИ.

НИВНИТЕ ПОФАЛБИ, ПОПЛАКИ И СУГЕСТИИ ЌЕ БИДАТ СФАТЕНИ СЕРИОЗНО.  
ЛИЧНИТЕ ПОДАТОЦИ И ИНФОРМАЦИИ ЌЕ БИДАТ НАЈСТРОГО ДОВЕРЛИВО ЧУВАНИ.  
ЌЕ ИМ БИДЕ ДОСТАПЕН ПРЕВЕДУВАЧ, ДОКОЛКУ ИМА ПОТРЕБА ЗА ТОА.  
СЕКОГАШ ЌЕ ГИ ПОЧИТУВАМЕ И ЌЕ СЕ ПРИДРЖУВАМЕ КОН АВСТРАЛИСКИТЕ ЗАКОНИ.

АКО НЕ СТЕ ЗАДОВОЛНИ ОБРАТЕТЕ МУ СЕ НА МЕНАЏЕРОТ НА ТЕЛЕФОНСКИОТ БРОЈ  
(02) 62976100, Е- МАИЛ [INFO@QMLC.ORG.AU](mailto:info@qmlc.org.au).

ИЛИ НАПИШИТЕ ПИСМО НА QMLC MANAGER, PO BOX 520 QUENABEYAN NSW 2620.

Macedonia

## خدماتي كه در اخذ تيار مراجعه ك زندگان قرار مي گ یرد:

• رفتار مودبانه ، پر احساس همراه با گشاده رويي و صادقانه.

ت کامل ، صديق ، متداوم و بده موقع . روصب قي قدت اعال طانتش اذگ راي تخا رد .

• پيش نهادات و شكايات ب طور جدي يري گي پ .

• نگهداري اطلاعات شخصي بصورت كاملاً محرمانه .

• دشاب هت شاد زايين مدنك ه ع جارم صخش هكي تروص رد م جرتم نداد رارق راي تخا رد .

ت فاده قرار هه قواذ بين اسد ترال يا دراين راب طه انجام شده و در رواب ط كاري مورد اس  
خواهند گ رفت .

تماس بگيريد و يا ۰۲۶۲۹۷۶۱۱۰ در صورت هرگونه نارضايتي ، شما ميتوانيد به شماره (مديريت)

درس orp , reganaM CIMQ ايميل و يا به [email info @ qmlc.org.au](mailto:email info @ qmlc.org.au) : ميتوانيد به ادرس ايميل

ديسي يون ب ممان Box 520 Queanbeyan NSW 2620 .

Persian

### 服务的宗旨

1. 有礼貌、公开、诚实的态度对待每一个客人
2. 可准备、清晰、及时提供服务给您
3. 做到个人信息，保密。
4. 提供翻译服务。
5. 处理事务的前提是要遵守澳洲法律。

如有任何不满可致电经理电话(02)62976110

或电邮: [info@qmlc.org.au](mailto:info@qmlc.org.au)

或写信到: QMLC Manager, Po Box 520

Queanbeyan NSW 2620

Chinese