

Introduction

SASSETA aims to achieve the best possible outcomes for internal and external stakeholders by working with our partners to build strong relationships, and demonstrate our role in our slogan: *Your Partner in Skills Development*.

All SASSETA employees and contractors are expected to adhere to this charter, and deliver a high level of service to our clients, partners and colleagues.

SASSETA's Service Standards to our Stakeholders

We endeavour to:

- listen carefully to what you have to say
- treat you with courtesy and respect
- follow through on commitments we make
- provide clear and concise information and advice
- seek to resolve requests in the first instance
- value and encourage your feedback
- take complaints seriously and provide a resolution or response within established timeframes*
- provide you with the name and contact details of the officer dealing with your issue.

SASSETA's service commitment to you

We aim to:

- answer telephone calls promptly or give you an opportunity to leave a voice message;
- acknowledge receipt of your email or telephone contact upon receipt of either
- respond by the end of the next working day if you request a call back;
- respond to verbal and written queries within three working days;
- acknowledge any complaints within three working days;
- update you on the progress of your query or complaint if a delay is likely; and
- Advise you of the outcomes of your query within three working days

How you can help us?

To help us to help you:

- [Contact our Call Centre](mailto:callcentre@sasseta.org.za) as soon as possible about your concerns using callcentre@sasseta.org.za or by calling 011 087 5555;
- treat our staff with respect and courtesy;
- provide us with accurate information so we can respond appropriately to your inquiry;
- provide current contact details and advise us if they change;

- provide us with feedback so we can deliver better services and programs.

Unacceptable behaviour

As we treat you with courtesy and respect we will not accept:

- any act of written or verbal abuse, including those of a discriminatory nature;
- threatening behaviour or intimidation;
- serious or persistent harassment;
- behaviour that causes anyone to feel upset, threatened, frightened or physically at risk.

SASSETA's Stakeholder service standards for complaints

When we receive your complaint we will:

- listen to your concerns and treat your complaints with the utmost confidentiality;
- treat you with courtesy and respect;
- provide an interpreter if you need one;
- acknowledge that we have received your complaint;
- examine your complaint impartially;
- escalate the matter to our executive management if we cannot resolve the query ourselves;
- inform you and the relevant staff of what we found;
- tell you about any action we have taken;
- use your complaint to help improve our products or services.

SASSETA's complaint resolution process

SASSETA is committed to responding to all complaints and feedback and will undertake to resolve all complaints in an unbiased, fair and timely manner.

Seeking further assistance or action

If you are still unhappy you can ask SASSETA to review the complaint and the outcomes by emailing callcentre@sasseta.org.za or calling 011 087 5555

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