



# SASSETA

## STAKEHOLDER SERVICE CHARTER

2021 – 2025



## 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 become a better service provider?

***To help us to help you:***

- [Contact our Call Centre](mailto:callcentre@sassetta.org.za) as soon as possible about your concerns using [callcentre@sassetta.org.za](mailto:callcentre@sassetta.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](mailto:callcentre@sasseta.org.za) or calling 011 087 5555

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