

# CUSTOMER CHARTER

## WHAT WE DO

We promote and protect the welfare of greyhounds throughout their lives

We safeguard integrity by ensuring standards and practices are aligned with community expectations

We effectively and efficiently control, supervise and regulate greyhound racing in NSW

## OUR PURPOSE

Securing a prosperous industry by improving welfare and integrity

## OUR COMMITMENT TO YOU

We will endeavor to make our transactions and services:

- Simple and easy to access
- Simple and easy to understand
- Value for money
- Transparent and fair

## PERSONAL SERVICE

We will:

- Provide excellent customer service that exceeds the needs and expectations of our customers
- Treat our customers equally
- Aim to consistently exceed our customer satisfaction rating of 85% every month

## CUSTOMER CONTACT

We understand your time is valuable and commit to:

- Answer your calls to us (13 49 42) between 8.30am and 5pm and strive to ensure that over 90% of all calls are answered within 30 seconds
- Call you back at a time of your convenience within 1 business day if we don't answer your call within 30 seconds and you leave a message

## PARTICIPANT REGISTRATION

We will:

- Contact applicants within 48 hours of receiving a registration application if further information is required
- Assess and determine non-complex registration applications within 10 business days
- Assess and determine complex registration applications within 30 business days

## NAMING & TRANSFERS

We will:

- Complete naming application within 5 business days of receiving a complete naming application
- Complete transfer of a greyhound within 2 business days

## INVESTIGATION OF BREACHES

We will endeavor to:

- Complete non-complex investigations within 30 business days of receiving a complaint
- Complete complex investigations within 90 business days of receiving a complaint

## DISCIPLINARY PROCESSES

We will:

- Complete disciplinary processes as expeditiously as possible
- Ensure that, should you be the subject of disciplinary action, you will have opportunities to put forward your response to any proposed action including interim or final actions and sanctions

## RACE DAY SERVICES

Our:

- OTV's will administer intravenous pain relief to a seriously injured greyhound within five minutes of the injury occurring
- Stewards will consistently apply the rules of racing
- Race day stewards disciplinary decisions will be issued on the spot unless the matter is referred to investigations
- Adequate swabbing samples > 95%

## COMPLAINTS ABOUT OUR SERVICES OR STAFF

We will:

- Immediately acknowledge receipt of your complaint
- Assess and provide feedback to a complainant within 2 business days of receiving a complaint
- Resolve 95% of complaints within 10 business days

## INFORMATION

We treat the information our customers provide to us in the strictest confidence

Unless legally obliged to do otherwise, we will always obtain your approval prior to releasing any information about you to another party

## CONTACT US

For further information contact us on 13 49 42 or email us at [emailus@gwic.nsw.gov.au](mailto:emailus@gwic.nsw.gov.au) or visit [www.gwic.nsw.gov.au](http://www.gwic.nsw.gov.au)

## FEEDBACK

We welcome all feedback as an opportunity to improve our delivery of services to you, please let us know how we're doing

## FOLLOW US ON SOCIAL MEDIA

