

Customer Service Charter

Welcome to QFleet

QFleet is the Queensland Government fleet manager, providing motor vehicle leasing and fleet management services for nearly 10,000 vehicles. We provide services to government departments, agencies and approved government-funded organisations.

We are a customer-focused organisation, based on proactive and timely delivery of service to all our customers, and a willingness to seek and respond to feedback regarding your service experience.

Our focus is delivering innovative, fit-for-purpose transport solutions and providing our customers with value for money. We will manage your fleet with dedication and professionalism.

Our purpose

We will provide you with safe, value for money transport solutions that support you in the delivery of your core business.

We do this by:

- entering into long-term partnerships to meet mutually agreed objectives
- working with you to implement government initiatives
- listening to and acting on your feedback to continuously improve our service delivery
- keeping you at the leading edge of fleet management industry best practice.

Our commitment to you

This customer service charter outlines our commitment to you in the three areas that our customers have told us matter most to them:

1. Customer service
2. Safety
3. Fleet management solutions.

At QFleet we understand the importance of providing you with expert fleet management solutions. We are dedicated to delivering our commitments and striving to continually improve our service to you.



**Queensland
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Customer service

We are committed to making customer service a priority and endeavour to deliver the best services to you.

We will:

- provide you with a dedicated customer service champion
- respond promptly to all enquiries and keep you updated on the progress of your enquiry if we are unable to provide an immediate answer
- provide you with professional advice and recommendations regarding your fleet requirements
- conduct ourselves with the highest standards of professional and ethical behaviour
- actively seek your feedback regarding our service performance.



Safety

We are committed to making your safety our priority in everything we do.

We will:

- continually review the market for the safest vehicles and highlight 5 star ANCAP rated vehicle options for your fleet
- ensure all vehicle accessories are fit-for-purpose and do not compromise your vehicles' safety
- provide access to safety workshops to increase your drivers' awareness of work-related safety issues
- provide bespoke information including our Road Safety Manual and fact sheets on vehicle and occupant safety
- provide technical advice on vehicle safety specifications.



Fleet management solutions

We are committed to providing you with innovative, value-for-money fleet management solutions.

We will:

- ensure the availability of a selection of fit-for-purpose motor vehicles to meet your transport needs
- deliver vehicles on time, to the specification ordered and to the right location
- work with you and provide updates if manufacturer delays occur
- hold regular CBD and regional client forums
- ensure your agency is always up to date by implementing new and updated government policies affecting your fleet
- provide industry-leading fleet advice
- provide reports on time, every time
- remain focused on continuous improvement
- offer motor vehicles and provide advice to help you to improve your fleet's environmental profile and reduce greenhouse gas emissions.



We
value your
feedback

We aim to continually improve the quality of the services we provide and appreciate any feedback you may have about our services.

If you have anything you'd like to share please contact us:

@ qfleet@hpw.qld.gov.au

📞 3008 2633

Privacy: We will respect the privacy and confidentiality of your personal information under the *Information Privacy Act (2009)*.



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