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Therapeutic Goods Administration customer service charter

October 2010

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National Manager's introduction

This charter details the Therapeutic Goods Administration (TGA)'s commitment to maintain quality services for all of our stakeholders. It has been developed in consultation with staff and a range of other stakeholders. We at the TGA are committed to providing you with a responsive and quality service, and to improving that service. If you become aware of any shortfall in meeting the following standards I encourage you to let us know.

As the National Manager of the TGA, I commend this charter to you and look forward to your participation in the continuous improvement of our organisation.

Dr Rohan Hammett
TGA National Manager
October 2010

About us

The Therapeutic Goods Administration is part of the Australian Government Department of Health and Ageing. Its overall purpose is to protect public health and safety by regulating medicines, medical devices and human blood, blood products and tissues manufactured, imported, supplied in, and exported from Australia.

At the same time the TGA aims to ensure that the Australian community has access, within a reasonable timeframe, to therapeutic advances.

"Apply the world's best practice in the regulation of therapeutic products to benefit the community's health and well being."

We will develop and implement appropriate national regulatory controls for medicines, medical devices, human blood, human blood products and tissues.

In doing so we will:

- Engender confidence in our stakeholders that our dealings will be professional, responsible, timely and transparent;
- provide expert advice to Government;
- provide risk-based national regulation and monitoring of compliance with standards for medicines, medical devices, human blood, human blood products and tissues;

improving our service. You can also assist by providing complaints, compliments and suggestions about this charter or our service to:

Chief Operating Officer
Therapeutic Goods Administration
PO Box 100
WODEN ACT 2606

or contact the Customer Feedback/Complaints Service:

- Telephone: 1800 020 653
- Email: info@tga.gov.au
- Users who are deaf or have a hearing or speech impairment can call through the National Relay Service:
 - TTY or computer with modem users phone 1800 555 677 then ask for 1800 020 653
 - Speak and listen (speech to speech relay) users phone 1800 555 727 then ask for 1800 020 653

Information

Information about the TGA is available on the TGA Internet site: <www.tga.gov.au> or through the TGA information line: 1800 020 653.

Information on the services we provide is also available through:

- TGA News <<http://www.tga.gov.au/docs/html/tganews/tganews.htm>>
- the TGA Corporate and Business Plans and the Australian Government Department of Health and Ageing Annual Report <<http://www.tga.gov.au/about/corporate.htm>>; and
- Brochures on specific programs.

These publications are available on the TGA Internet site or can be ordered by phoning the TGA information line. If you would like additional information on your rights and obligations under the therapeutic products legislation, please contact the TGA information line: 1800 020 653.

Telephone contacts

- TGA Switchboard: 02 6232 8444
- TGA information line: 1800 020 653
- Fax: 02 6232 8605
- TGA specific area information contacts are available via the TGA Website at <<http://www.tga.gov.au/contact.htm>>

Complaints

If we fail to meet our service commitment:

- first try to resolve the problem with the person you are dealing with;
- if you are still not satisfied, talk to that person's branch manager (contacts details can be made available by calling the TGA information line (1800 020 653);