

CUSTOMER SERVICE CHARTER



Government of South Australia

Department of Water, Land and
Biodiversity Conservation

CUSTOMER SERVICE CHARTER

Our commitment to you

The Department of Water, Land and Biodiversity Conservation (DWLBC) is committed to the sustainable management of South Australia's precious natural resources and the provision of excellent customer service.

Service standards

We place high value on our relationships with all of our customers. We are committed to a consistent approach to service delivery across the organisation with the following standards of service:

- We will be friendly and helpful and treat you with respect.
- You can expect staff to have the knowledge, authority and responsibility to deal with your enquiry or to be able to refer you to the appropriate person.
- We will build strong relationships with our customers to better understand their needs and strive for best outcomes in our service delivery.
- We will answer your call promptly with all staff identifying themselves and their work area when answering a customer's enquiry. If we cannot answer telephones personally, we will respond to messages as soon as possible.
- We will acknowledge or reply to all written communication as soon as possible, and at the latest within 15 working days of receipt.
- Our written communication will be in clear and simple language, address all the issues raised and include relevant contact details.
- We will strive to meet the agreed deadlines set for specific services provided by the department. In those instances where we cannot meet a deadline, we will contact you to advise of the circumstances and provide the new completion time.

Your responsibilities

To provide you with high quality service, there are several things you can do to assist us:

- Provide us with clear and accurate information to avoid unnecessary delays;
- Let us know if your circumstances change;
- Treat our staff with courtesy and respect;
- Provide us with feedback on our services.

Improving our service

Our customers' suggestions, complaints and compliments regarding our service are important as they help us to monitor and improve our performance.

If you would like to make a suggestion about how we can improve our service, or if you want to make a complaint or provide a compliment about a service or the person who provided it, there are several options available to you:

- You can discuss it with a staff member;
- Access the online feedback form at: www.dwlbc.sa.gov.au/contactus/feedback.html
- Write to: DWLBC feedback, GPO Box 2834 Adelaide SA 5001.

Evaluating our performance

We will report our performance against the customer service standards in our Annual Report.

We will measure and improve our performance by:

- Assessment of feedback including suggestions, complaints and compliments.
- A continuous review process.
- An annual review of this charter to ensure that it remains current.