

CUSTOMER CHARTER

Our commitments to you



Easy to deal with

We will:

- make it as easy as possible to find what you need
- be friendly and respectful
- make information simple for you to understand
- treat you fairly and inclusively



Communicate & understand you

We will:

- listen to you and find out what you need
- be open to your unique situation
- give you consistent and accurate information and timeframes



Solve problems

We will:

- follow through on your queries
- be open and flexible
- offer you advice and options
- not make excuses



Always improve

We will:

- answer your complaints
- explain what we will do
- consider your feedback and find ways to improve

Feedback

We would like to hear from you when our service exceeds or does not meet our commitments to you, both are equally important to help us continually improve.

Offer your feedback at cbs.sa.gov.au/contact – feedback and complaints

If you have lodged a written complaint, compliment or feedback, you can expect:

- to get an acknowledgment that we've received it
- that we will respond, if you've asked us to answer, to your issue with an explanation of what we have done within 28 days
- we will communicate with you along the way if your issue is taking longer to resolve
- that we will take your feedback and look at how we can use the information to continuously improve
- we will pass on personal compliments to our staff

