

# Customer Service Charter

The role of Consumer and Business Services is vital to the social and economic wellbeing of the state. We protect consumers, support and regulate business and trade, and record significant events in the lives of South Australians. This Customer Service Charter outlines our commitment to providing high quality customer service in all interactions, without discrimination.

## We want to deliver the best service we can

We welcome you and will work with you to understand your individual and cultural needs. In providing our services we will always:

- > aim to provide a prompt, professional, courteous and efficient service
- > conduct our business ethically, legally and with the utmost integrity
- > treat you with impartiality, fairness and respect
- > apply the law consistently, having regard to your circumstances as far as the law allows
- > respect your privacy and give you access to information we hold about you as permitted by law
- > provide advice and decisions that are clearly explained, well founded and relevant
- > take action as required by legislation or an agreed timeframe and follow through on our commitments
- > explain what to expect if we are unable to promptly resolve your requests
- > comply with our obligations under the Charter of Human Rights and provide equitable and accessible access to all services, information, facilities and events
- > provide consistent and accurate information to educate the community, industry and business on their respective rights and obligations
- > regularly measure our performance against this service charter.

## Our services

Our role and function will always evolve to meet community expectations and changes in customer requirements. To meet this challenge we will:

- > maintain a highly skilled, professional workforce and empower our staff to assist you and be accountable

- > conduct high quality research to inform policy and investigate different policy options to undertake our regulatory function
- > work with you, industry bodies and external agencies to:
  - improve customer service (with a particular emphasis on enhancing access to online services)
  - streamline regulatory burdens to make it easier to do business
- > work in partnership with Commonwealth, State and Territory governments to ensure a consistent and collaborative regulatory approach
- > help you to get things done by being informative and responsive
- > provide advice and decisions that are clearly explained, well founded and relevant.

## Please help us to help you

We recognise the importance of maintaining positive and mutually respectful relationships with all of our customers. To help us meet our commitment to you we need you to ensure your personal information is accurate, complete and up-to-date. We respectfully request that you keep all records required by law and allow us reasonable access to them. You can help us by:

- > responding promptly to requests for information or documentation on the understanding that our decisions may be delayed if this information is not provided
- > lodging documents, statements and returns on time
- > acknowledging that if you do not meet your obligations, penalties may be imposed.

We also value any feedback from you that will help drive business improvements and assist us to develop more innovative work practices. Please visit [cbs.sa.gov.au](http://cbs.sa.gov.au)



Commissioner Consumer and Business Services