

Customer service charter

Our customer service principles

- **Strive for continuous improvement:** We will strive to continuously improve the service we provide to you through innovation and designing new and progressive ways of doing things.
- **Communicate:** We will ensure that there is easily accessible information on the service we provide to you and how we provide it, with information, resources and services that are up to date, accurate and accessible.
- **Be accountable:** We will be accountable and regularly measure our performance, seeking customer feedback to uphold the service standards we are committed to.
- **Engagement:** We will seek to engage and listen to our customers so everyone has the opportunity to participate and be heard.
- **Solution focused:** We are committed to understanding your needs and will endeavour to assist with helping you find solutions to your individual needs
- Our standards and professionalism
- Our dealings with you will be conducted with integrity and honesty
- We will have up to date knowledge on policy, procedures and processes to deliver a quality, courtesy service with minimum delay
- We aim to provide information, understanding and linkages to the relevant Northern Territory Government areas and industry connections for the environment that we operate in
- Every customer will be treated with dignity and respect
- We will conduct ourselves with openness, honesty and transparency
- We will be realistic and transparent in terms of what we can do and by when

Responsiveness

- We aim to have first-call resolution when and where possible
- We will answer telephone calls quickly, with minimal call transfers
- We will return telephone messages within one working day, or within an agreed timeframe
- We will provide a response to an email within two working days or provide an update
- We will promptly acknowledge and assist visitors at our reception counters

Confidentiality

- We have systems in place to ensure that we protect your confidential information
- We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you

- We handle all your information in accordance with the [Privacy Act, 1988](#) and the [Information Act 2002](#).

We ask you to

- Treat staff and other customers with respect and behave in a courteous manner
- Provide accurate and complete information and documentation
- Take the time to understand your obligations and aim to fulfil them
- Provide us with honest, constructive feedback on our service
- Contact us if you believe we have made an error or acted inappropriately, and wish to make a complaint.

Feedback

We value feedback. This includes compliments, complaints, suggestions or any information about our program delivery, services or performance. This helps us understand what works well, how we can refine and improve our service as well as recognise the efforts of our staff.

If our service does not meet your expectations we would appreciate you providing us with the first opportunity to resolve it, clearly explaining your concerns and including any relevant documents that will assist us with this process.

We are committed to ensuring all complaints are taken seriously and we will handle all issues raised in a fair, confidential and responsive manner.

You can provide feedback to the department online via our [feedback form](#) or using the [contact details](#) available online.