**Foreword**

The following Customer Service Statement outlines the State Government of Generica’s commitment to provide quality customer service. We are dedicated to working in partnership with the people of Generica to enhance the wellbeing of our community.

This statement has been developed in order to set out the standards that users of government services can expect. Methods of dealing with enquiries and complaints are also outlined.

We conduct regular assessments of customer satisfaction across the broad range of our services, and we will use these responses to review the effectiveness and efficiency of our service delivery.

Dr Glyn Davis  
Director-General

“Putting people first means ensuring that we provide the highest quality service possible to the people in our community.”
Our Standards

We will:

• Provide a professional and objective service regardless of age, sex, race, orientation or religion.
• Work collaboratively with partners to improve all products and services.
• Involve customers and use their ideas and input.
• Identify and survey our customers on a regular basis.
• Give our customers choices on sources of services and means of delivery.
• Train our staff members to deliver a high standard of service.
• Seek to understand clearly the services required by our customers and to meet those services where it is appropriate.

Communication Standards

• When you come into contact with our staff you will be treated with respect.
• We aim to communicate in a professional, accessible and courteous manner.
• All enquiries will be dealt with promptly and efficiently and to the highest professional standards.
• We will treat all enquiries and any information that you give us in confidence and use it only as allowed by law.

Identification

Our staff will not be anonymous except where disclosure of their name might put their safety at risk. Subject to that, those who deal directly with the public will wear identification badges and will give their name or work title on the telephone and in letters and email.

Telephone enquiries

• We will provide a state-wide public information telephone line, which will help route inquiries.
• Telephone operators will be available to take your calls between 7:00am and 7:00pm during weekdays.
• We aim to answer you call within 3 rings.
• If our lines are busy, you will be placed on hold for 2 minutes at the most.
• Our staff will communicate politely with you.
• Our staff will endeavour to answer any queries you have, however in some cases you may be referred to a more appropriate person.
• You will be transferred no more than once in 95% of cases.
• If you are unable to speak to an appropriate person, you will be called back by the end of the next business day.

Written correspondence

• Our staff will answer all letters, faxes and e-mails within 15 working days.
• Any correspondence written to you will be courteous, and written in accessible language.
**Personal visits**

If you visit us in one of our offices:

- We will attend to you promptly.
- If our staff are busy, your arrival will be acknowledged and you will be seen in turn.
- An appointment with an appropriate person will be arranged if your enquiry is complex.

**Our contact details:**

Government Offices  
200 Elizabeth St  
Generica  
Generica 2000  

Public information telephone line: (01) 33004000  
E-mail: enquiries@state.gen.gov.au

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**Complaints, comments and feedback**

We are committed to delivering quality service to our residents and business people and holding ourselves accountable for the services we provide. In order to do this we will provide mechanisms for reporting back on the quality of our services. We welcome any comments, feedback or suggestions that you may have. Your feedback will help us to deliver improved services in the future.

- We will read and act on any communication outlining your dissatisfaction with one of our services, staff or products.
- We will aim to resolve the matter immediately
- Where this is not possible, we will acknowledge your complaint within 15 working days and keep you updated on the course of action we are taking to resolve the issue. This will continue until the matter is completely resolved.

**Initial Action**

After you have lodged a complaint with us, we will endeavour to resolve the issue as soon as possible. A solution will be achieved where the parties involved are satisfied. We will keep you well informed of our actions and the reasons for our actions.

**Internal Review**

You may request a review of the decisions we have made or action we have taken if you are dissatisfied with our handling of your complaint. This review will then be carried out by a senior officer, who will investigate the matter thoroughly and come to a final decision.

**Independent Review**

If you are still dissatisfied, you are able to take the matter further. Outside agencies such as the Ombudsman (Commissioner for Parliamentary Enquiries), the Misconduct Commission or the Department of State Government and Planning may be able to assist you.
Public Access to Information

We believe that there must be no secrecy about how our services are run, who is in charge and whether or not we are meeting our targets. We will publish all this information in our Annual Report. This document can be:

- Downloaded from our website,
- Inspected at any of our offices or
- Sent to you on request.

We will strive to make information about the government’s activities and services available through a variety of channels:

- Local media
- Local libraries
- Mail leaflets
- Electronic media (our web site)
- Annual reports

We will:

- Provide a single website address for connection to all government resources on the Internet.
- Provide descriptions, including the source and the known quality, of data made available electronically.
- Update resources available online on a quarterly basis.
- Send you information about current community consultation and developments.
- Report on the results of surveys and community consultation.
- Send you information brochures about free recreational events in your area.
- Provide you free access to information as legislated by the Information Act 1996.
- Publish an annual report.
- Provide access to extensive resources and information (including our Annual Report) on our web site.

Public Consultation

In our efforts to improve our services we believe that it is essential to consult the people who use them. We aim to have at least 95% of our customers who take part in our consultation exercises to give a ‘satisfied’ rating for our overall service.

If you visit any of our offices, we may ask you to take a moment to fill in a comment card. Please take this opportunity to offer your views and comments on our services and how we have treated you.

We will contact other residents, who would not normally visit our offices, to ask for their comments about our service. We also encourage you to provide us with feedback via our email address.

We will publish the main findings of our customer consultation exercises in our Annual Report.

Monitoring Customer Service Standards

We formally review all of our standards every year, and we monitor our performance against these standards on a monthly basis. We will print details of how we have performed against our targets in our Annual Report.