

CUSTOMER SERVICE CHARTER

OUR COMMITMENT

This Charter reflects our commitment to customer service in accordance with our vision to be valued by the community as a best practice business providing customer preferred forestry products, services and experience.

OUR CUSTOMERS

ForestrySA's customers include:

- Purchasers of ForestrySA products and services
- Visitors to our forests, facilities and website
- Volunteers
- Government agencies
- Joint venture and other partners
- Students, schools and education institutions
- Research and development organisations
- Neighbouring land holders, non-government interest groups, and rural communities

OUR SERVICE STANDARDS

ForestrySA will:

- Treat customers with respect and courtesy
- Listen to customers and clearly determine the nature of the request
- Respond promptly and efficiently to enquiries
- Act with integrity and honesty
- Provide relevant and timely information and feedback
- Respect privacy and property

RECIPROCAL CONDUCT

ForestrySA expects its employees to be similarly treated by all parties.

CUSTOMER FEEDBACK

ForestrySA encourages customers to express their views on the products and services they receive to ensure customer service expectations are met. Customer feedback will be used to continually improve ForestrySA's forest management practices and service delivery.

HOW TO CONTACT US

In person at the following ForestrySA Offices (8.00am to 5.00pm Monday – Friday).

Mount Gambier (Head Office), Jubilee Highway East, Mount Gambier SA 5290.

Mount Crawford, Warren Road, Williamstown SA 5351.

Wirrabara Forest, Forest Road, Wirrabara SA 5481.

By Mail: PO Box 162, Mount Gambier SA 5290 (Head Office)

By Email: forestrysa@forestrysa.com.au

By Phone: (08) 8724 2888

By Fax: (08) 8724 2870

DISPUTE RESOLUTION

- In the first instance, ForestrySA will make all reasonable efforts to resolve issues or disputes at a local level.
- In the event that the above is not successful, please bring issues or disputes in writing to the attention of the Chief Executive, ForestrySA to PO Box 162, Mount Gambier SA 5290.

PERFORMANCE MONITORING, REPORTING AND REVIEW

This Charter will be reviewed every five years to ensure that it reflects new issues, developments and opportunities for the delivery of customer service.

FURTHER INFORMATION

More information on ForestrySA is available online at www.forestrysa.com.au

Islay Robertson
CHIEF EXECUTIVE
FORESTRYSA