

CUSTOMER SERVICE CHARTER

OUR STRATEGIC PURPOSE

ForestrySA's purpose is to:

- Manage plantation forests
- Maximise the value of the Corporation
- Support cooperative forest industry research and development, and regional development
- Conduct non-commercial activities with a focus on:
 - Native forest management
 - Community use
 - Community fire protection

OUR CUSTOMER SERVICE COMMITMENT

ForestrySA is committed to providing the best possible service to our stakeholders and ensuring we understand their needs and deliver to their expectations by:

- Treating stakeholders with respect, courtesy and professionalism
- Actively listening to stakeholders to determine the nature of requests
- Responding promptly and efficiently to enquiries
- Acting with integrity and honesty
- Providing relevant and timely information and feedback
- Respecting privacy and property
- Striving for continuous improvement
- Providing access to current and reliable information on our website and other communication channels
- Providing alternative sources of information and service if we cannot address an enquiry

OUR CUSTOMERS and STAKEHOLDERS

Our customers and stakeholders are the people, businesses and communities that receive or rely on the services and products provided directly by ForestrySA or in partnership with others. Our customers and stakeholders include visitors to our forests, volunteers, students and schools, neighbours, local and rural communities, suppliers, contractors, industry participants, the Minister and other government agencies.

CUSTOMER FEEDBACK

ForestrySA welcomes all feedback from our customers on our services and products to ensure stakeholders' service expectations are met. Our contact details are:

In person at the following ForestrySA Offices (8.00 am to 4.30 pm Monday – Friday).

- Mount Gambier (Corporate Office), 152 Jubilee Highway East, Mount Gambier SA 5290.
- Kuitpo, 495 Brookman Road, Meadows, SA, 5201

By Mail: PO Box 162, Mount Gambier, SA 5290

By Email: forestrysa@forestrysa.com.au

By Phone: (08) 8724 2888

By Fax: (08) 8724 2870

COMPLAINTS RESOLUTION

In dealing with complaints, ForestrySA applies the guiding principles in the Australian Standard AS ISO 10002-20014 Customer satisfaction - Guidelines for Complaints Handling in Organisations and the Department of Premier and Cabinet Circular PC039 Complaint Management in the South Australian Public Sector.

A complaint is defined as:

An expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

The way that ForestrySA uses these principles is described below:

RESPONSIVENESS:

- Complaints will be dealt with promptly, courteously and in accordance with their urgency.
- Complainants will have their complaint recorded, acknowledged and be kept informed of the progress of their complaint.

OBJECTIVITY:

- Complaints will be addressed in an equitable, objective and unbiased manner.

CHARGES:

- There will be no charges for handling complaints.

CONFIDENTIALITY:

- Complainants' personal information will only be used when needed for the purpose of addressing the complaint; and will be actively protected from disclosure unless the complainant expressly consents to its disclosure or ForestrySA is required to disclose it by law.

ACCOUNTABILITY:

- The ForestrySA Leadership Team are accountable for the management of complaints within their areas of responsibilities.
- If a complaint has not been resolved it will be escalated to the Chief Executive. The Chief Executive will ensure that the complaint is brought to the attention of the relevant Team Leader/s and is reviewed appropriately.
- Complainants are also able to seek external review by taking their complaint to the Ombudsman SA's office at www.ombudsman.sa.gov.au

OTHER FORESTRYSA POLICIES

Complaints that raise issues of maladministration, misconduct, fraud or corruption that fall within the scope of the *ForestrySA Fraud, Corruption, Maladministration and Misconduct Policy* may require referral to SA Police or the South Australian Office of Public Integrity. This also includes complaints that extend to ForestrySA's contractors and the broader forestry industry.

ForestrySA is committed to establishing a culture that is customer-oriented; and where customer service is an integral part of our activities and philosophy consistent with the underpinning principles of the *Government of South Australia Customer Service Good Practice Guide*, the *Code of Ethics for the South Australian Public Sector* and the *Workplace Health and Safety Policy*.

CONTINUOUS IMPROVEMENT

As part of ForestrySA's commitment to strive for continuous improvement all feedback will be assessed and used to monitor our performance, and improve our forest management practices, business processes and service delivery. An internal audit program with Key Performance Indicators will be developed and used as the mechanism for reporting complaints and their progress to the ForestrySA Board on a regular basis.

FURTHER INFORMATION

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

Julian Speed

**ACTING CHIEF EXECUTIVE
FORESTRYSA**