

# Customer Service Charter

## May 2022

At Treasury, we strive to satisfy and exceed the expectations of our customers, clients and stakeholders.

This customer service charter sets out the standards we expect all departmental staff to adhere to when dealing with members of the general public in day-to-day transactions and communications.

Specific charters and/or complaints procedures also exist for customers dealing directly with the operations staff at the [State Revenue Office](#) and our [Liquor and Gaming Branch](#), and for members of the [Retirement Benefits Fund](#).

### When you are dealing with Treasury we will

- be respectful;
- act with integrity;
- be available;
- acknowledge your enquiries;
- return your telephone calls as soon as possible;
- respond to your written enquiries within ten working days;
- advise you if more time is required for complex matters;
- be accurate;
- put you in touch with the right person;
- present information in plain English;

- respect your privacy, providing private interview rooms where necessary; and
- provide information in accordance with the *Right to Information Act 2009* and the *Personal Information Protection Act 2004*.

### Please help us assist you by:

- providing accurate and complete information; and
- allowing us time to respond, by submitting applications and fees with sufficient time to allow approval processes to be completed within advised time frames.

### Any complaints?

If you believe we are not meeting the standards in our Customer Service Charter, please contact:

Assistant Director  
Office of the Secretary  
(03) 6145 0700  
[secretary@treasury.tas.gov.au](mailto:secretary@treasury.tas.gov.au)