

Customer Service Charter

Our Value to South Australia: Our advice and services facilitate information governance maturity that supports a modern and trusted government by improving the integrity and accessibility of information assets. We preserve records of enduring value and share the state's recorded history.

Our Vision: Information assets of the State are created, preserved and accessible.

Our Customer Service Commitments

State Records commits to delivering **QUALITY SERVICE** by:

Being **CUSTOMER ORIENTED** and understanding our customers' diversity, experience, and backgrounds. We will show respect, empathy and support during our interactions and collaborate to achieve better outcomes for all.

Acting **RESPONSIVELY** in a consistent, positive, and timely way. We will act promptly and keep you informed about the status of your enquiry. We will actively seek your feedback and act on it. We will continuously review our business to ensure we remain accessible to all.

Demonstrating our **PROFESSIONALISM** through being accountable in all that we do and acting fairly and honestly. We will ensure that you have access to staff and get the right answer to your question.

Taking a **SOLUTIONS FOCUSED** approach, to ensure we provide the right solutions for you. We will ask questions and listen to ensure that we understand your needs and provide the right solutions based on this understanding.

From you, our customers, we **NEED** you to provide us with complete, accurate and timely information.

We **ASK** that you engage with us constructively and in a polite, professional, and respectful manner and, that you take the time to understand your obligations and actively work towards fulfilling them.

We actively encourage your feedback, please provide suggestions, compliments and complaints via our online form on our website at [Feedback, Complaints and Compliments](#).

or to the

Director

State Records of SA

GPO Box 464, ADELAIDE SA 5001

email: staterecords@sa.gov.au