

Feedback, Complaints and Compliments

Fact Sheet

At State Records of South Australia we value our customers' thoughts and opinions. If you have feedback, complaints or compliments about a staff member you have dealt with, a service or product you have received or general feedback about any part of our organisation, please complete the Feedback, Complaints and Compliments form located on our website at www.archives.sa.gov.au/content/feedback and in our Research Centre.

Forms can be:

- » emailed to: staterecords@sa.gov.au
- » posted to: State Records of SA
GPO Box 464
Adelaide SA 5001
- » handed directly to a staff member in our Research Centre.

We guarantee your correspondence will be treated with confidentiality, fairness and impartiality. Our Privacy Statement is available on the back of the Feedback, Complaints and Compliments form.

Feedback and suggestions

If you have any general feedback or suggestions for us, we'd like to hear it. Please do not hesitate to complete our feedback form.

Complaints

We consider that complaints provide opportunities to learn and to resolve potential issues with our products, services or staff. If a complaint can be resolved immediately, we will do so.

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

Compliments

Your compliments help us recognise what is working well in our organisation. If you have a compliment about a specific member of staff or a service you have received, we want to hear it.

Response and resolution

All feedback, complaints and compliments will be acknowledged within five business days of receipt via the communication method of your choosing. You will receive a full response within 21 business days of acknowledgement.

Review and appeal

If you are not satisfied with the outcome of your feedback, complaint or compliment you can contact the Director, State Records of South Australia (contact details above), to seek a review. Alternatively, you may contact the [Ombudsman SA](#) (PO Box 3651, Rundle Mall SA 5000; Ph: 08 8226 8699) for appeal.

Need further assistance?

Visit the State Records' Research Centre

115 Cavan Road, Gepps Cross SA 5094

Tel (+61 8) 8343 6800

Web www.archives.sa.gov.au