

Customer Service Charter

Our Vision: State Records is respected as a leader in its field, delivering valuable services to government and the community.

Our Purpose: We uphold the rights of past, current and future generations by underpinning the principles of good governance and a democratic society. We support the South Australian Government's recordkeeping practices so that the history of the state can be preserved and accessed by the community.

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 our customers' 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 customer feedback, please provide your suggestions, compliments and complaints via our online form at <https://www.archives.sa.gov.au/content/feedback>

or to

Manager, Operations & Improvement

State Records of SA

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