

## Customer Service Charter

This Customer Service Charter sets out the standards we expect all staff to adhere to when dealing with members of the public in day-to-day communications.

### Who we are and what we do

Private Forests Tasmania (PFT) is a government authority with a legislated role to facilitate and expand the development of the private forest resource in a manner which is consistent with sound forest and land management practices.

At PFT, we strive to satisfy and exceed the expectations of our stakeholders.

### When you are dealing with PFT we will

- treat you with dignity and respect;
- act with integrity;
- respect your privacy;
- listen intently to what is important to you;
- providing clear, accurate, unbiased and helpful information;
- provide flexible and innovative options;
- be consultative;
- respond to you in a timely manner;
- inform you about changes and challenges in delivering your service;
- ensure that we protect any confidential information you may provide;
- aim to facilitate linkages to services and information provided by the marketplace that is relevant to your business needs, and
- deliver a quality service every time.

## How you can help us

Recognising and understanding that the provision of customer service support is a two way process, we appreciate your assistance in helping us provide you with a high standard of service by:

- providing us with timely and accurate information;
- working with us to solve problems;
- having a realistic expectation of our services;
- treating our staff with courtesy and respect;
- allowing us time to respond, by submitting requests with sufficient time to allow processes to be completed within advised time frames.

## Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service.

By telling us when you have received excellent customer service and what we got right, it helps us to recognise the efforts of our people and to ensure we replicate best practice across PFT.

If you believe we are not meeting the standards in our Customer Service Charter, we ask you tell us as soon as possible in writing, addressed to:

Chief Executive Officer  
Private Forests Tasmania  
30 Patrick Street Hobart 7000  
[admin@pft.tas.gov.au](mailto:admin@pft.tas.gov.au)