

The Barossa Council

# CUSTOMER SERVICE CHARTER

OUR COMMITMENT TO DELIVER A QUALITY  
CUSTOMER EXPERIENCE



## **COURTEOUS**

We will acknowledge you in a friendly manner and provide you with timely, professional and attentive service.



## **PROACTIVE**

We will aim to resolve your enquiry at first contact. If we can't help, we'll try and find out who can.



## **RESPONSIVE**

We will get back to you in a timely manner and keep you informed of progress.

## OUR VALUES

*Accountability, Respect, Honesty &  
Integrity, Teamwork*



## **TRANSPARENT**

We will be transparent in our decision making and able to explain the reasoning behind any outcome.



## **ALWAYS IMPROVING**

Will seek feedback to make sure that we are delivering a quality experience to our customers at all times.

Visit [www.barossa.sa.gov.au](http://www.barossa.sa.gov.au) for more info

The Barossa Council

# CUSTOMER SERVICE CHARTER

## HELP US HELP YOU



Let us know when your situation changes - e.g. your address or personal details change.



Provide us with complete and accurate information relating to your enquiry.



Understand that we may not be able to resolve matters outside of our control, but we will assist you to escalate or redirect your matter to an appropriate place.



Treat us with respect.

## GET IN TOUCH



Main Office  
43-51 Tanunda Road (PO Box 867)  
NURIROOTPA SA 5355



Email: [barossa@barossa.sa.gov.au](mailto:barossa@barossa.sa.gov.au)



Web: [www.barossa.sa.gov.au](http://www.barossa.sa.gov.au)



Phone: 08 8563 8444



Fax: 08 8563 8461

Visit [www.barossa.sa.gov.au](http://www.barossa.sa.gov.au) for more info

