

Customer Service Charter



Commitment to service statement

Sustainable Timber Tasmania recognises that, as a commercial business enterprise, our customers are critical to our success and we will strive to ensure the service we provide them reflects the importance of that status.

We are committed to meeting the needs of and developing strong relationships with our customers. Providing reliable and valued services to our customers is fundamental to this commitment.

We will strive to be responsive and efficient in providing customers with valued professional service. Excellence in customer service will be realised through team effort and building mutually rewarding and respectful relationships with our customers.

We will continue to manage the Permanent Timber Production Zone land in a sustainable and commercially viable manner to produce wood products and services that meet the requirements of our customers and for the benefit of the Tasmanian community generally.

What you can expect from us

To achieve this, Sustainable Timber Tasmania will:

- Treat each customer with respect, in a fair and honest manner.
- Do what we say we will do.
- Be discreet and respect the confidentiality of each customer.
- Develop an understanding of each customer's needs and expectations and seek to meet or exceed them.
- Co-operate to identify, confirm and capture opportunities to improve the quality and value of Sustainable Timber Tasmania's business with each customer.
- Establish and maintain effective two way communication, including in relation to supply and demand issues.
- Use simple and clear language in written and verbal communications.
- Treat identified problems in each business relationship promptly, including any contractual issues, and with a commitment to resolving them.
- Proactively consult with our customers on the development and/or change to any policies which may impact on our businesses.
- Review our performance regularly and strive for continuous improvement in our performance.





As a customer when you contact us or visit one of our offices, we will:

- Treat you courteously and respectfully.
- Listen and respond to your request promptly.
- Refer you to the most appropriate person available to handle your enquiry.
- Aim to provide you with accurate information at all times.

If we are unable to provide an immediate answer to your enquiry we will seek the information you require and respond as soon as possible.

Customer feedback and complaints

Sustainable Timber Tasmania welcomes customer feedback and suggestions for improvement. This feedback can be directed to the Sustainable Timber Tasmania representative dealing with your enquiry or to our Engagement Team (stakeholder@sttas.com.au).

Complaints can be made in accordance with the organisation's Complaints Policy which is available at all our offices or at www.sttas.com.au

How to contact us

General Enquiries should be directed to our reception (03 6169 2800), where you will be referred to the most appropriate person to help you with your enquiry. Alternatively, you can contact us by email at stakeholder@sttas.com.au. General information is also available on our website at www.sttas.com.au

Steve Whiteley
Chief Executive Officer
17 May 2018