



**ACT**  
Government

Chief Minister and Treasury

## **CUSTOMER SERVICE STANDARD**

### **Our Purpose**

The Chief Minister and Treasury Directorate (CMTD) supports the Chief Minister as head of the Government by leading the public sector and working collaboratively both within Government and with the community to achieve Government outcomes.

### **Our Customer Service Commitment**

We will provide the best possible service in a fair and equitable manner.

What our customers can expect:

- To have confidence in our staff and the advice they provide.
- Confidentiality and privacy in your dealings with us.
- To be treated with respect and without discrimination.

What we will do for our customers:

- Identify ourselves and provide you with service as quickly as possible, or find someone who can.
- Listen to you and look for practical ways of helping to resolve any issues you may have in dealing with us.
- Provide information that is accurate, complete and easy to understand.
- Be courteous, helpful, and considerate at all times.
- Get back to you to ensure you are kept up-to-date with actions we have taken, when we can't immediately meet your needs.
- Deal promptly with any complaints you may have about service delivery and treat all information with discretion.

What we expect of our customers:

- To provide us with relevant information to your inquiry.
- To understand that we may need time to fully and accurately answer queries. We will advise if extended time is needed.
- To advise us of any complaints or suggestions for improvements in a clear and constructive way.
- To treat us with courtesy and respect.

Wherever possible, we will ensure:

- Telephone enquiries are followed up within one working day, and answered within ten working days.
- You can leave a message if a phone is unattended.
- Written enquiries are answered within ten working days.
- Emails are acknowledged within one working day, and if required, an answer is provided within ten working days.
- Accurate advice is given on issues relating to policies of the Directorate.

### **Contact Information**

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