



Customer service charter

- Our people will:**
- identify themselves
 - listen carefully to what you say
 - be helpful, polite and courteous
 - follow through on commitments they make
 - value and encourage your feedback

- Our information will be:**
- easy to access
 - accurate and consistent
 - relevant and practical

- Our actions will:**
- be fair and impartial
 - be completed within an identified time frame
 - take your individual needs into consideration

You can provide feedback on our services by:

- Completing a Customer Service Complaint and Feedback form available at all customer service and reception counters;
- Contacting our Complaints and Feedback Line on **1800 30 40 59**; or
- Sending your feedback online at **www.commerce.wa.gov.au**