

TERRITORY BUSINESS CENTRE

Customer Service Charter

OUR COMMITMENT

- √ To provide accessible services delivery options to customers seeking business information and licensing.
- √ The delivery of our services will meet the reasonable expectations of the customers.
- √ We will endeavour to continually review and improve our service deliver.

WE AIM TO PROVIDE

- √ A professional, courteous and friendly service.
- √ Impartial and equal treatment of all customers.



IN DOING THIS WE WILL

- √ Respect customer privacy and confidentiality.
- √ Serve you promptly at the time of your arrival.
- √ Be friendly, helpful and sensitive to your individual needs.
- √ Provide clear, accurate and relevant information about business and licence related services.

YOU CAN HELP US BY

- √ Providing us with all relevant information and supplying documents so you can lodge a complete application.
- √ Providing full and detailed constructive comments on our service delivery.
- √ Telling us if you have specific needs.
- √ Treating our staff with courtesy.