



# Customer Service Charter

This Customer Service Charter describes our commitment to service and outlines the overall standards of service you can expect to receive from the Department of the Attorney General

## Our purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services which meet the needs of the community and government.

## Our customers

The Department supports the community, Western Australian Government, Judiciary and Parliament through the provision of access to high quality services, information and products. We have many different customer groups, including children and young people across the range of services that we provide.

## Our services

The Department of the Attorney General is the agency principally responsible for assisting the Attorney General in the development and implementation of Government policy and the administration and/or compliance with approximately 200 Acts. The Department has a diverse range of core services, which include:

- courts and tribunal Services
- advocacy, guardianship and administration services
- trustee services
- birth, death and marriage registrations
- services to government, including policy, legal and Parliamentary drafting

## Our service standards

We:

- act ethically and legally with the utmost integrity, and treat people with impartiality, fairness and respect
- seek to understand clearly the services required by our customers and to meet those services where it is appropriate

- provide advice and decisions that are clearly explained, well founded and relevant
- aim to provide a response within 10 working days
- regularly review and measure our service against published service standards
- ensure all people, including those with disabilities have equitable access to services, information, facilities and events.

## Our feedback commitment

The Department welcomes your feedback which we regularly evaluate to see how we can further improve the services we provide to the community.

Feedback can be provided to the Department in several ways. Visit our website, fill in the free post form in the We Welcome Your Feedback brochure, send us a letter or fax or tell us by email or in person.

Your feedback is managed in accordance with the Department's Customer Feedback Management Policy and Procedures.

## Further information

For further information on the Department's Customer Service Charter, please contact:

### Customer Feedback Co-ordinator

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Department of the Attorney General  
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Approved by

*Cheryl Gwilliam*

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