

# RevenueSA

## Service Charter

### Working with you

We are committed to making it easy for you to interact with us. This document details our commitment to quality service and helping you in doing the right thing.

You play a vital role in protecting the State's revenue.

*Julie Holmes*

**COMMISSIONER OF STATE TAXATION**



#### Easy to deal with

To do this we will:

- » Make your interactions with us as easy as possible.
- » Be respectful and courteous.
- » Help you to understand and meet your obligations on time.
- » Be responsive and timely with our interactions with you.
- » Explain our decisions and your rights in relation to those decisions.
- » Ensure our conduct reflects the highest ethical standards.
- » Provide you with reasonable notice before commencing any audit or debt activity.



#### Listening to you

To do this we will:

- » Ask for feedback on your customer experience (e.g. customer satisfaction surveys, feedback).
- » Consult and listen to feedback from you and relevant industry groups.
- » Regularly review our progress against customer service standards.



#### We will be fair

To do this we will:

- » Help you if you have a question or concern and provide options for dispute resolution.
- » Ensure all assessments are made in accordance with the law.
- » Remit any penalties or interest that result from delays caused by us.
- » Be responsive to individual, cultural and special needs.
- » Treat you as being honest unless you act otherwise.



#### We expect you

- » To be truthful, cooperative, respectful and courteous.
- » Keep records so your liability can be assessed.
- » Lodge returns, payments and documents by the due date.



#### Help us improve

Do you have a suggestion on how we can improve our service? Or are you happy with the service you receive?

We would like to hear from you when our service exceeds or does not meet your expectations, both are equally important to help us continually improve.

Please provide feedback via our [feedback page](#).

#### Our Service Standards

View our [Customer Service Standards](#).