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CUSTOMER SERVICE CHARTER



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Indigenous Business Australia (IBA) assists Aboriginal and Torres Strait Islander people to buy their homes, own their own businesses and invest in commercial ventures that provide strong financial returns. We make an impact by being a stepping stone for Indigenous Australians to access the wider finance sector and achieve true economic independence. The following are the commitments we make to our customers.

WHAT YOU CAN EXPECT FROM IBA

You can expect us to:

- be helpful and courteous
- treat you with respect and honesty
- be fair and impartial in our dealings with you
- provide you with clear and accurate information
- respect your privacy
- listen to you, and
- be culturally appropriate.

WHAT WE ASK OF YOU

We ask that you:

- treat our staff and consultants with courtesy and respect
- provide us with timely, complete and accurate information
- work with us and understand your responsibilities
- be realistic with your expectations of us and the products and services we can offer, and
- tell us when your personal details or circumstances change.

Please be aware that:

- We do not tolerate threats, aggressive behaviour or abuse towards our staff or consultants. If this occurs, we will no longer be able to continue to assist you.
- If your enquiry or request is complex or involves different service areas within IBA, this may result in a delay in assisting you. We will keep you informed if we expect this will occur.
- Our offices are closed on weekends and public holidays.

HOW YOU CAN TELL US WHAT YOU THINK OF OUR SERVICES

We aim to continuously improve our products and services. Your feedback is important to us as it can help us make improvements for the benefit of all our customers.

We also like to hear about a job well done.

If you have a compliment, suggestion or complaint you can:

- contact the staff member or their supervisor directly
- call our general enquiries phone number: **1800 107 107**
- send an email via our website: iba.gov.au/email-us or if you have a complaint email complaints@iba.gov.au
- write to us at **PO Box 650, Fyshwick, ACT 2609**

COMPLAINTS

Upon receipt of your complaint we will:

- acknowledge your complaint within five working days
- make appropriate enquiries including seeking your input, with respect to your complaint
- keep you informed of our progress in response to your complaint
- try where possible to resolve your complaint, and
- provide reasons for our decisions.

If you're not satisfied with the way we handle your complaint, you may request an internal review or contact the Commonwealth Ombudsman on **1300 362 072**.

Please be aware that if your complaint is in respect of a third party, we may be unable to inform you of the outcome of any investigation due to privacy reasons.

YOUR PRIVACY

The *Privacy Act 1988* regulates how IBA should handle your personal information, and provides ways for you to access and correct the personal information held about you.

As an individual, you have the right to know:

- when your personal information is being collected by IBA
- who will have access to this information
- what the information will be used for, and
- whether it will be disclosed to someone other than IBA.

You also have the right to not identify yourself or to use a pseudonym, when dealing with us.

For further information on how IBA handles your personal information, and the sorts of personal information that is collected and stored, please refer to our Privacy Policy on the IBA website. For more information about privacy, see the Office of the Australian Information Commissioner at oaic.gov.au or call **1300 363 992**.

If you are concerned about how your personal information is being handled, you can contact the **IBA Privacy Officer, PO Box 650, Fyshwick ACT 2609** or email privacy@iba.gov.au.

FREEDOM OF INFORMATION

The *Freedom of Information Act 1982* (FOI Act) gives you the right to:

- access copies of documents (except exempt documents) we hold
- ask for information we hold about you to be corrected if it is incomplete, incorrect, out of date or misleading
- seek a review of our decision not to allow you access to a document.

There are some documents or parts of documents we may not grant you access to because they are exempt from the FOI Act. For more information visit iba.gov.au/about-us/foi or contact the **IBA FOI Coordinator, PO Box 650, Fyshwick ACT 2609** or email foi@iba.gov.au.

Call **1800 107 107** or visit iba.gov.au



Australian Government
Indigenous Business Australia