

Customer Service Charter

Who we are:

A trusted local partner for regional and rural businesses and communities in NSW, delivering products and programs incentivising resilience, innovation and productivity improvements.

Our Mission:

To support regional and rural businesses and communities in NSW in preparing for, responding to, and recovering from challenges and change that affect their business, community and livelihood.

Our Vision:

Farming businesses and other rural industries are innovative, productive and resilient due to the efficient provision of well-targeted government assistance programs administered by the Rural Assistance Authority.

What you can expect from us at the RAA:

- Prompt and efficient service
- Accurate, transparent and consistent information
- Respectful and professional communication
- Accessibility and inclusiveness.

To allow us to help, we expect you will:

- Treat our workers with courtesy and respect
- Provide us with information that is timely, accurate and complete
- Work with us to solve problems and reach solutions
- Provide us with honest, constructive feedback on our service
- Contact us if you believe we have made an error or acted inappropriately and wish to make a complaint
- **The Rural Assistance Authority has zero tolerance for aggressive, abusive, threatening or violent behaviour (i.e. unreasonable behaviour) directed towards our workers.**

- Any conduct of this nature will be managed in line with the Department of Regional NSW's Unreasonable Complainant Conduct Policy.
- **Our workers will terminate any verbal communication received that is considered unreasonable, and a warning letter will be issued to the customer.**
- Any written communications considered unreasonable will be read and filed without acknowledgement.

Feedback:

Your voice is important to us. Whether it be compliments, suggestions, or complaints, all customer feedback informs how we do business.

To make a complaint or provide feedback on a matter relating to the Rural Assistance Authority, you can direct your complaint or feedback to the staff member or team you are dealing

with, as it may be something that can be resolved quickly and easily.

Alternatively, if you are unsure who you should refer the matter to, any concerns should be submitted in writing to rural.assist@raa.nsw.gov.au. We will acknowledge your feedback or complaint and respond accordingly.