



# ROTTNEST IS

## Customer Service Charter

This charter tells you the standard of customer service you can expect from the Rottnest Island Authority and what to do if you wish to provide feedback on the service you received. It also tells you about your responsibilities as a customer.

We know you value good customer service and our aim is to give you the best service we can. This Customer Service Charter is an expression of our firm commitment to providing a high standard of service and ensuring consistency and sustainability in service delivery.

### About the Rottnest Island Authority

Rottnest Island is an A-class reserve administered under the *Rottnest Island Authority Act 1987* which creates the Rottnest Island Authority as a statutory body to control and manage the Island, reporting to the Minister for Tourism.

**Our Vision** – Rottnest Island is an internationally recognised, sustainable, must-visit tourism destination.

**Our Mission** – Grow visitor numbers and yield by providing best-in-class tourism products, experiences and service while enhancing Rottnest Island's unique heritage and environment.

### What you can expect from the Rottnest Island Authority

The Rottnest Island Authority is committed to providing all visitors with a positive experience when visiting Rottnest Island. We will continually ask our customers how we can improve on what we offer. What you tell us will influence the decisions we make about delivering great experiences on Rottnest Island.

*We will meet our positive customer experiences by providing*

- friendly and welcoming staff
- great places and spaces to enjoy
- safe environment
- environmentally and culturally responsible practices
- an island of which all Western Australians can be proud

*We will meet our Customer Service Commitments by*

- providing friendly, courteous and efficient customer service
- providing staff with the knowledge, authority and responsibility to deal with your feedback
- responding to your correspondence within reasonable timeframes (under 30 days); with an acknowledgement response within 5 days if a lengthy investigation is required
- striving to excel in customer service through continuous improvement and external benchmarking
- making it as convenient as possible for you to contact us in person, over the phone or online
- actively seeking your feedback on our services to help meet your needs
- conducting regular customer satisfaction surveys

## How you can help us

We ask that you help us meet our service commitment by:

- Being courteous and respectful to our staff
- Being complete and accurate in your dealings with us
- Working with us to solve problems
- Telling us if we fall short of our service in any aspect so we know how to improve our services
- Helping us recognise our people by telling us when you have received excellent customer service.

## Providing feedback

Whether we excel, or fall short in our services, we encourage you to bring your feedback directly to us. This will ensure that any concerns can be resolved promptly and to your satisfaction.

Any feedback regarding your dealings with the Rottnest Island Authority can be forwarded by the following methods:

### **Write to us**

Customer Feedback Coordinator  
Rottnest Island Authority

PO Box 693  
Fremantle WA 6959

### **Telephone us**

08 9432 9300 (between 8.30am -5pm)

### **Use the internet**

[www.rottnestisland.com](http://www.rottnestisland.com)

### **In person**

Rottnest Island Authority Visitor Centre Victoria Quay Fremantle, or  
Rottnest Island Authority Visitor Centre on Rottnest Island

## What to do if you think our decision is wrong

You can call the Ombudsman's Office if you think we haven't handled your feedback satisfactorily. If you are unhappy with our response, you have the right to take your concerns to the Ombudsman. The Ombudsman investigates complaints about State Government departments, agencies and boards; government services such as hospitals, prisons, schools, and also local governments. The Ombudsman will generally ask that you try to resolve the complaint first with the public authority involved.

### Contact Details

Ombudsman Western Australia  
PO Box Z5386  
St Georges Tce  
Perth WA 6831  
Telephone: 08 9220 7555  
Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)  
Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)