



Customer Service Charter

Our commitment

At the History Trust of South Australia we demonstrate our commitment to high quality customer service by providing:

- visually appealing, well maintained and safe facilities
- inspiring and engaging experiences
- knowledge and learning through our collections and research
- responsive staff
- environmentally responsible practices.

We value your feedback as it helps us assess how we deliver on our commitment. Our customer service policies and practices are regularly reviewed.

Our customers

History Trust of South Australia's customers include visitors to our venues and online; participants in our offsite programs; our members and volunteers; researchers; students; government agencies; cultural institutions; partners, sponsors and other stakeholders.

Our Service Standards

History Trust of South Australia's Service Standards help us deliver a high level of customer service. Our staff will:

- warmly greet, acknowledge and welcome you at every point of contact
- listen to what your needs are, and strive to meet or exceed your expectations
- respond to your enquiry or issue and bring it to a resolution
- help create an experience relevant to you by explaining our services, facilities and products.

How to contact us

At our museums:

Please speak to our staff who will direct you to the relevant team member

On the telephone:

History Trust of SA: 08 8203 9888, Migration Museum: 08 8207 7570,
National Motor Museum: 08 8568 4000, Maritime Museum: 08 8207 6255

Online:

Visit the Contact Us page on our website: <http://historysa.com.au/contact>
or via Facebook: History SA
or via Twitter: @historysa

Via post :

Business Manager
(Museum name) Migration Museum, Motor Museum, Maritime Museum
GPO Box 1836
Adelaide SA 5001

Our response

When we receive written correspondence from you a staff member will respond in writing within 10 days. If the matter requires more time, you will be informed of the intended actions and timelines. For all other communication timelines please refer to our standard response schedule below.

We aim to meet your needs

What you tell us will influence the decisions we make to build our museums that encourage engagement with and enjoyment of South Australian history.

Anonymity and privacy

History Trust of South Australia respects the privacy of individuals and will comply with the Information Privacy Act 2000 and the Freedom of Information Act 1982 in the collection, use, storage, management, provision of access to, amendment of and disposal of information.

Our Standards (response times) – applies to all customers

<u>Activity</u>	<u>Turnaround</u>
Respond to your email	Within 3 business days. No legitimate email is ignored, if you don't receive a response please resend your email as it may not have arrived in our mail box
Respond to your phone message	Within 3 business days where possible. Some staff work part time hours and may not be able to respond to your phone message within that time frame.
Respond to your online enquiry	Initial response within 3 business days. Within business hours we will endeavour to respond to social media enquiries promptly.
Process your enquiry or request <ul style="list-style-type: none">• School or Group Booking• Facility Hire/Events• Research • Loans and Donations • Volunteering	Processing times vary - please use this as a guide <ul style="list-style-type: none">• Within 3 business days• Within 3 business days• Acknowledgment of inquiry within 3 business days and response within 14 business days• Acknowledgment of inquiry within 3 business days. Please allow up to four weeks for outcome and final response• Acknowledgment of inquiry within 3 business days