

Rocky Bay Customer Service Charter

About our charter

At Rocky Bay we value our customers and strive for excellence in all that we do.

Our customer service charter sets out our promises to you, so that you know what to expect when you use our services, and how to provide feedback if we do not meet these standards.

Our Values

- Providing excellent customer service
- Looking for better ways
- Working together
- Being professional and accountable

Our Promise

- We will deliver on our commitments
- We will be courteous and respectful at all times
- We will be open and honest in all that we do
- We will do what we say we are going to do
- We will take ownership of issues and keep you updated

You can expect

- Services that continually strive to improve
- Attention to your particular needs
- Truth, transparency and full explanations
- Feedback to be actively encouraged
- Jargon free language
- Availability and accessibility of relevant information
- Us to work with you to ensure services go to plan

Help us to help you

- Provide us with feedback on how we can improve our services
- Treat our staff and our other customers with respect and courtesy
- Assist our staff to clearly understand your needs

Tell us how we are doing

- Your feedback will improve our services
- Help us recognise and acknowledge the efforts of our people
- We will respond to you within one working day
- Contact us at info@rockybay.org.au or 08 9383 5111



We are committed to being environmentally sustainable in the delivery of our services.