

# Client Service Charter

## What is the Client Service Charter?

The charter is about our relationship with you. The charter sets out the standards that you can expect from us, how you can help us to deliver quality services, and how you tell us what we are doing well or could do better.

## Who are we?

The Office of Liquor and Gaming Regulation is responsible for:

- providing a regulatory framework that enables the economic development of the liquor industry while minimising the potential harm caused by alcohol misuse
- maintaining the integrity and probity of the gambling industry in Queensland and ensuring that, on balance, the state and community benefit from gambling and
- administering the community benefit funds and managing various responsible gambling programs.

## Our commitment

*In all our dealings, we will:*

1. be fair, impartial and unbiased in our service
2. treat you in a courteous, respectful and professional way

3. provide you with clear, accurate and timely information
4. utilise staff who are trained and informed about the legislation that we administer
5. treat your information confidentially
6. ensure our services are accessible by providing several access options
7. listen to your feedback and use it to continually improve our services.

*When you communicate with us by telephone, we will:*

1. aim to answer your call within three rings
2. attempt to answer your questions without having to transfer your call
3. let you know who you are talking to and which business unit you have called
4. give you the correct number to call, or take a message and get back to you within one working day.

*When you communicate with us by mail, fax or email, we will:*

1. aim to respond within 10 working days
2. give you the name and contact details of the person who is handling your matter
3. keep you informed of progress.

## How you can help us to help you:

1. provide us with clear requests and correct contact details
2. tell us when your details change
3. provide us with accurate and complete information
4. be courteous and respectful and
5. provide us with constructive feedback.

## How to give us feedback

By giving us feedback on our service levels, you can help us to meet our commitments as outlined in this charter. If you are happy with the service you receive or have any other feedback, we would welcome your comments. To provide feedback you can:

- tell the staff member that you have been dealing with
- contact the staff member's supervisor
- contact the Executive Director in writing at the address shown below.

## Resolving issues

The Office of Liquor and Gaming Regulation is committed to delivering high quality client service for all our stakeholders. If you feel

that we have made a mistake or not met our commitment under this charter you should:

- try to resolve the issue with the staff member concerned
- if you are unable to resolve the issue, contact the staff member's supervisor
- if necessary, escalate your concerns in writing to our Executive Director who will investigate the matter and provide a response to you (generally within 10 working days).

## Contact us

If you would like to give us any feedback or have an issue that you would like us to resolve please contact us by mail, phone, email or come in to our office. Our contact details are:

### LOCATION

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