

# Customer Service Charter

**In this BCT customer service charter, we make a promise to our customers about how we will interact with them and what they can expect from us.**

We will strive to keep this promise as demonstrated by our actions.

Our customers include NSW landholders that have entered or are considering entering a private land conservation agreement. Our customers also include developers wishing to make payments into the Biodiversity Conservation Fund, accredited ecological consultants, government agencies and others who participate in the Biodiversity Offset Scheme. Our customers also include those that have interests in what we do or who are impacted by our decisions.

## Who we are and what we do

You can find out more about who we are and what we do by visiting the 'about us' and 'our work' pages on our [website](#).

## How to contact us

Find out how to contact us [here](#).

## Our customer promise

We are committed to providing respectful, responsive, professional, timely, and high-quality services to our customers.

## Our customer service principles

We'll strive to:

- adhere to our [Code of Ethics](#) and Conduct and the [NSW public service values](#) of integrity, trust, service and accountability
- provide services fairly, with a focus on customer needs
- be flexible, innovative and reliable in our service delivery
- build relationships based on mutual respect
- listen, value your opinion and respond to what you tell us
- provide easy access to information and services
- be responsive to your needs or requests
- keep you informed of progress with your application, tender, issue or inquiry
- communicate accurately and clearly
- be open and transparent
- protect your personal or commercial-in-confidence information
- provide informed expert advice and support services.

To find out more, read our [Guarantee of Service](#).