

Guarantee of Service

The BCT's Customer Service Charter sets out our customer promise and our customer service principles. This BCT guarantee of service describes in detail how we will implement our promise and our principles.

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](#)

Matters that are the responsibility of other organisations

If you contact us in any way and your issue or question is the responsibility of another agency, we will refer that matter to that organisation for action. If your matter is potentially sensitive, we will check with you first before doing this. We will let you know if we have referred your matter to another agency and how you can contact them.

If you telephone the BCT information line on 1300 992 688, we will:

- be prompt in our response to your query, striving to answer 75% of calls within the first 20 seconds and to respond to general customer service enquiries within 10 working days

- if we are unable to attend to your call, you can leave a voicemail message and we will follow up all voicemails within two working days.

The BCT information line operates from 9:00am and 5:00pm, Monday to Friday.

If you contact us via the BCT email address info@bct.nsw.gov.au, we will:

- send you an acknowledgement of your enquiry
- provide you with an enquiry reference number so you may contact us by either phone or email with the enquiry reference number to request a status update
- respond to you within 10 working days.

If you apply, express interest or tender to enter a private land conservation agreement with us, we will:

- send you an acknowledgement of receipt of your application, expression of interest or tender
- provide you with a reference number

- provide you with an update on the progress of your matter at least every six weeks or as otherwise agreed with you.

If you communicate with us face-to-face, we will:

- strive to accurately answer any questions you may have or refer you to the relevant expert staff member
- take notes and follow up on any commitments we make to take action.

If you contact us via our social media channels, we will:

- adopt a customer-focussed approach that is honest, polite, impartial, considerate and timely
- act in a professional manner by only reposting information from reputable sources
- be open and responsive to concerns or constructive criticism
- respond to private messages with the same response times as with our other enquiry channels.

The BCT has a zero-tolerance approach to offensive language, racism, sexism or other inappropriate behaviour.

If you choose to enter an agreement with us, we will:

- provide practical and technical support via our Landholder Technical Support Package
- support you to understand the conservation assets in your agreement area and the obligations in your agreement, and provide practical advice on how to implement conservation management actions

- ensure you are aware of the financial support options available to you
- provide access to our ecologists and landholder support staff who can work with you and provide advice on plants, animals, weeds, pest animals and management techniques relevant to your conservation area
- link you with local groups and organisations involved in conservation management where you can meet with other conservation landholders in your region
- provide opportunities for you to participate in local workshops and field days, which will cover topics such as weed control, surveys for native animals, revegetation or sustainable grazing
- provide regular informative newsletters, online or by post, sharing updates and opportunities.

If you choose to meet your offset obligation by paying into the Biodiversity Conservation Fund, we will:

- provide clear instructions about the information we need to process your application
- upon receipt of an application to pay into the fund, provide you with a reference number so you may contact us by either phone or email to request a status update
- review a complete application to pay into the fund within 5 working days and advise you of the outcome
- issue a certificate confirming receipt of payment within 10 working days of payment being made.

Feedback or complaints

Your feedback is important as it helps us to continuously improve our services to you. The BCT takes a people-focused, proactive and timely approach to managing feedback and complaints. All complaints are taken seriously, handled fairly and remain confidential. If you wish to make a compliment or a complaint, please contact us at 1300 992 688 or email info@bct.nsw.gov.au.

If you wish to make a complaint, you can assist us by:

- providing timely, complete and accurate information
- advising us if matters are urgent or time sensitive so that we can do all that we can to respond within an acceptable timeframe
- being courteous and respectful in your dealings with us
- communicating clearly.

The BCT has a zero-tolerance approach to bullying, offensive language, or other inappropriate behaviour.

You may prefer your complaint or concern to be addressed by an independent agency or authority. The BCT is accountable to the Minister for Energy and Environment. You can raise any concerns about the BCT with the Minister.

Depending on the issue, appropriate authorities can also include the [NSW Ombudsman](#), the [ICAC](#) or the [NSW Audit Office](#).