



## INTRODUCTION

ForestrySA, is a statutory corporation established under the *South Australian Forestry Corporation Act 2000* (the 'Act'). Our key functions under the Act is to manage plantation forests for commercial production; and to encourage and facilitate regionally based economic activities based on forestry and other industries.

We must comply with all relevant regulatory requirements including the *Public Corporations Act 1993*, the *Forestry Act 1950* and associated regulations and requirements.

## OUR CUSTOMERS

Our customers consist of commercial and non-commercial individuals or businesses who use our products and services. Commercial customers may include businesses who purchase our products and/or relies on our services for a commercial purpose (such as sponsorships). Non-commercial customers may include individuals or businesses who engage in recreational activities within the forest managed by us.

Customers also include our Traditional Custodians of the land, local community groups or individuals and government departments/agencies whom we engage with when implementing initiatives. We respect their cultural heritage, address unique needs and promote mutual benefits through an inclusive approach.

## OUR COMMITMENT TO OUR CUSTOMERS

We are committed to providing the best possible service, ensuring we understand the needs and deliver to the expectations of our customers.

Your feedback is welcome which may include compliments, complaints, or suggestions. We are committed to continuous improvement and value feedback regarding our business processes and services.

Where issues are related to allegations of public officer corruption, misconduct, or maladministration, we may refer these matters to the South Australia Police or the Office for Public Integrity. This may include complaints that extend to ForestrySA's contractors and the broader forestry industry.

## COMPLAINTS RESOLUTION

If you have a complaint, we appreciate you providing us with an opportunity to resolve it. Where you are not satisfied with the proposed outcome, you may ask for a review of our handling of the complaint. This review process determines whether we acted in line with the policies and guidelines we adhere to.

If you remain unsatisfied, the [South Australian Ombudsman](#) investigates complaints about the administrative actions of South Australian Government department and agencies.

Where a complaint relates to a procurement undertaken by us, please note there may be additional steps. Further information on this process can be found in the [Supplier Complaints Schedule.pdf](#) provided by Procurement SA.

## OUR CUSTOMER SERVICE PRINCIPLES

As part of our complaint resolution process, we are guided by the following service principles.

### **Responsive:**

We aim to acknowledge all types of inquiries, including complaints, within 2 business days and keep you informed of the progress of the inquiry. Complaints will be recorded in our Incident Management System.



**Accountability:**

Our Management Team is accountable for the management of complaints. An unresolved complaint will be escalated to our Chief Executive who will ensure that the complaint is reviewed appropriately.

**Objectivity:**

Complaints will be reviewed in an equitable, objective, and unbiased manner.

**Confidential:**

Your personal information will only be used for the purpose of addressing your complaint and/or inquiry. Personal information will only be disclosed where you have expressly consented for us to do so or where we are required by law.

## ACCESSIBILITY

We endeavour to do our best to ensure our business is accessible for all customers, including making translation and interpreting services available upon request.

## CONTACT INFORMATION

While we are present on social media, we ask that you contact us through the below methods. This ensures we are able to address your feedback promptly.

- Website:** [Contact us | ForestrySA](#)  
**By Email:** forestrysa@forestrysa.com.au  
**By Mail:** PMB 2, Meadows SA 5201  
**By Phone:** (08) 8391 8800 (Mon – Friday, 9.00am - 4.00pm)

Endorsed by:

Tim Ryan

**CHIEF EXECUTIVE**