

Office of Reserve Service Protection

Service Charter

The following information sets out the standard of service you can expect from The Office of Reserve Service Protection (ORSP), explains how you can assist us to help you, and provides an opportunity for you to comment on our performance.

Our service commitment

We aim to provide services that are:

- independent
- accessible
- practical
- timely

What you can expect

We will:

- treat you with respect and courtesy
- provide you with clear and accurate information
- keep you informed about the progress of your case
- conduct ourselves professionally
- provide clear reasons for our decisions
- abide by the requirements of the relevant legislation

How you can assist us:

To assist in providing you with the best service possible, we ask that you:

- treat our staff with respect and courtesy
- deal with our office in good faith, respond to our requests for information in a timely manner and provide accurate information
- read the information we provide and contact us if you have any questions
- keep us informed of any changes, including contact details or case information.
- advise us of your preferences in terms of our communications with you.

How to raise concerns

If you are unhappy with an aspect of our service, or you feel you have not been treated in accordance with our service charter, as a first step you should raise your concerns with the officer who has been handling your enquiry, complaint or case.

If, after raising your concern with the officer handling your matter you remain dissatisfied, you can complain to the Director ORSP. You may speak to the Director, send an email or write a letter. The Director will consider your complaint and decide on the best course of action. They will contact you to discuss your complaint and let you know the outcome in writing, if required.

The ORSP takes every complaint seriously. An appropriate course of action will be decided by the Director according to the nature of the complaint that has been made.

If you have concerns about the way we have handled your enquiry, complaint or case, you may also complain to the Commonwealth Ombudsman. This service is free, and you can contact the office on 1300 362 072 or visit www.ombudsman.gov.au.

Continual Improvement

We are committed to continual improvement of our service and we value your feedback. Please let us know if you think we have provided you with a good service or if you have any suggestions on how the service may be improved.

You can do this by emailing your feedback directly to -

Email - **ORSP@defence.gov.au**

Attn: **The Director of the Office of Reserve Service Protection**

or post your feedback to-

Attn: Director
Office of Reserve Service Protection
BP18-3-128
Brindabella Business Park
PO Box 7925
Canberra BC 2610