

Customer Service Charter

This Charter reflects the Drugs of Dependence Unit's commitment to customer service standards when delivering its products and services.

The Drugs of Dependence Unit delivers a range of regulatory and education-based products and services that help minimise drug dependence and diversion in South Australia.

We recognise the importance of our role in assisting customers to become more informed about:

- *Ways to comply with controlled substances legislation and, in turn, minimise treatment risks.*
- *Our products and services and provide feedback on how these can be improved.*

Our customers are entitled to:

- *Professional, efficient and responsive services.*
- *Receive useful products delivered through knowledgeable and courteous staff.*
- *Be heard and treated with respect.*

Our staff are entitled to:

- *Be treated in a respectful manner that enhances our ability to deliver products and services to our customers.*

For more information

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