

Customer Experience Charter



Northern Adelaide Waste Management Authority (NAWMA) is committed to delivering clear, respectful and helpful services to the communities of Salisbury, Playford and Gawler. This Charter outlines the service standards you can expect and how we work together to support positive outcomes for our community.

Our Values:

We are committed to being:

- **Supportive**
- **Collaborative**
- **High Achieving**
- **Passionate**
- **Innovative**

These values guide all interactions with our people, stakeholders, customers and community. We also act with **honesty, integrity and transparency** in all enquiries, service requests and feedback.

Our Commitment to You

We will:

- Provide timely, accurate, respectful and customer-focused service
- Respond to enquiries and feedback professionally and courteously
- Share clear, accessible and inclusive information
- Focus on practical solutions, including for complex issues
- Make staff available during business hours as soon as practicable
- Acknowledge written correspondence within two (2) business days
- Address concerns promptly, keep you informed, and work toward fair outcomes

What We Ask of You

We ask that you:

- Treat our team with courtesy, honesty and respect
- Provide accurate and timely information
- Engage constructively when providing feedback or raising concerns
- Respect the privacy, safety and wellbeing of others

We Welcome Your Feedback

Your feedback helps us improve our services. You can contact us online or by phone. Written feedback will be acknowledged within **two (2) business days**, and we will keep you informed as your concerns are addressed.

