

# Customer Service Charter

We are the Australian Government agency that administers intellectual property (IP) rights and legislation relating to patents, trade marks, designs and plant breeder's rights.

The [Corporate plan](#) sets our direction and shows how we will deliver our commitments to the Australian Government and the public.

The Customer Service Charter outlines our commitment to our customers. Our aim is to continuously improve and ensure high satisfaction with our services.

Applications are assessed according to the relevant IP legislative requirements. If we are unable to certify or grant your application, we will explain why and give you the opportunity to provide additional information to support your application.

## What you can expect from us

### Customer centric



Customers are at the centre of our decisions, actions, processes, and products. We are innovative and are always looking to develop new ways to better support and engage with you.

### Access and inclusion



We design and deliver our products and services to support all individuals. We will ensure that information on the services we provide is easy to understand and accessible.

### Quality and timely



We are committed to delivering high quality products and services in an efficient and [timely manner](#). We will maintain a quality management system to meet customer needs and expectations and facilitate continuous improvement.

### Responsive



We respond promptly to customer enquiries and provide accurate, consistent, and up to date information.

### Respect, honesty and integrity



We are open, honest and accountable when you interact with us. We commit to treat all customers with courtesy and respect - valuing individual circumstances and culture.

### Seek and respond to feedback



We are committed to ensuring all feedback is taken seriously, handled efficiently, fairly, and confidentially. We will utilise insights from customer feedback to drive improvements in service delivery, quality, satisfaction, and customer experience.



**Australian Government**

**IP Australia**

## How you can help us

We appreciate your assistance in helping us provide a high standard of service. This can be done by:

- Utilising our online services portal and resources when doing business with us
- Providing timely and accurate information that is necessary for us to provide support in relation to your IP needs
- Working with us to resolve issues you may experience
- Treating us with courtesy and respect

## Tell us how we are doing

We are committed to maintaining a high level of customer service and ensuring the needs of customers are met. Feedback provides us with information that helps us refine and improve our customer service and experience.

From time to time, we ask our customers to participate in research activities. We want to know what is working well and what could be improved. This information is used to ensure that we continue to meet your needs and expectations.

You can submit feedback via our online feedback form, call **1300 65 10 10**, or speak directly to one of our people to tell us about your experience.



[www.ipaustralia.gov.au](http://www.ipaustralia.gov.au)