

South Bank Corporation Policy Corporate Affairs

SUBJECT: Email enquiries and protocol

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South Bank receives many enquiries through the South Bank websites (www.visitsouthbank.com.au and www.southbankcorporation.com.au). These enquiries cover a broad spectrum of topics and the Coordinator, Corporate Affairs (CCA) will distribute the enquiries to ensure that all enquiries are responded to in a timely manner.

Enquiry distribution

- Enquiries are emailed to info@south-bank.net.au
- CCA or PA Marketing accesses enquiry and determines who in the Corporation is best able to respond to the enquiry. Enquiry is forwarded to this person to respond. (Generic event and visitor information enquiries can be responded by the SBVC staff)
- When the enquiry has been passed on to appropriate person, the email gets moved to the folder called 'Queries' located in the inbox. This indicates that the enquiry is closed off. (The 'Queries' folder is cleared regularly)

Response

- All enquiries require a response within one working day.
- In some cases, the response might be an acknowledgement of receipt of the enquiry, with details of when the enquirer should receive further information from SBC if appropriate.