



Australian
Competition &
Consumer
Commission

For consumers, businesses and regulated industries

ACCC SERVICE CHARTER

April 2013

www.accc.gov.au

ACCC Service Charter

Who we are

The Australian Competition and Consumer Commission (ACCC) is an independent Commonwealth statutory authority. We are Australia's competition and consumer regulator. We promote competition and fair trading and regulate national infrastructure to make markets work for everyone.

We make markets work by:

- protecting consumers and ensuring fair markets by enforcing the *Competition and Consumer Act 2010* and the Australian Consumer Law
- collecting information from consumers and businesses to help us understand what issues cause the most harm to Australian businesses and consumers and where best to use our resources

- reviewing and assessing company mergers and asset acquisitions, authorisation and notification applications in Australia
- promoting competition in the communication, bulk water, postal and transport industries.

We are not a complaints handling body. This means we do not act on behalf of individual consumers or businesses to resolve their complaints with businesses or organisations. It also means we do not make determinations on whether a breach of the legislation has occurred, or provide businesses or consumers with legal advice. If we were unable to help you, we may refer you to another agency to assist you to resolve your complaint.

More information on the role of the ACCC can be found in our publication *The ACCC—what we can and can't do for you*.

Information on the values, corporate priorities and strategies of the ACCC can be obtained from our *Corporate Plan* which is available on our website, www.accc.gov.au.



Purpose of our Service Charter

This Service Charter sets out the standard of service you can expect to receive from the ACCC.

Our Service Charter also sets out:

- what you should do if you wish to make a complaint about a business or market issue
- what you should do if you wish to make a complaint about your dealings with us
- what we ask of you.

We will handle comments, complaints or inquiries made via the ACCC social media such as Twitter and Facebook in accordance with a separate social media policy, not the Service Charter. Any complaints or inquiries made via social media will be used to inform our compliance and enforcement activities.

Did you know:

The Australian Energy Regulator (AER) is the national energy market regulator and an independent statutory authority funded by the Commonwealth. The AER has an independent Board, with its staff, resources and facilities provided by ACCC. For more information on the role of the AER and its functions please see www.aer.gov.au.

How do I tell the ACCC about a problem within a market or with a trader?

You can contact the ACCC by:

- submitting a complaint or inquiry form using the ACCC's website
- writing to one of the ACCC's offices, or
- calling our Infocentre general inquiry line on 1300 302 502, open from 8:30am EST to 6pm WST. A translation service is available on this number by request.

To enable us to provide you with a high level of service when you contact us, we ask that you:

- consider accessing information and publications on our website before contacting us
- give us accurate and complete information and where possible supporting documentation
- respond to us within agreed timeframes
- please treat our staff with courtesy and respect.

We will provide you with a courteous, professional and quality service. Our staff will be respectful in their interactions with you and communicate honestly and directly. They will also identify themselves when you contact the ACCC and will speak to you in plain English.

Why should I tell the ACCC about a problem within a market or with a trader?

We encourage you to share information with us about market issues or problems with a trader. Please understand it is not our role to act on behalf of individual consumers or businesses to resolve their complaints with businesses or organisations.

Information helps us understand what issues cause the most harm to Australian businesses and consumers and where best to use our resources. We need to be strategic when using our resources so we focus on issues with a significant impact on people or markets.

I would like my complaint to remain confidential

We respect your right to privacy and confidentiality in making a complaint to us. If you give us information, we will use that information in accordance with the law and the ACCC—AER *Information Policy*.

Our service level goals

When you contact us about your rights or obligations we have two key service level goals.

Where you telephone the ACCC's Infocentre with a complaint or inquiry we aspire to answer 60% of telephone calls within 60 seconds.

If you contact us via letter or webform and you request a response, we aim to respond to you within 15 business days from receipt. We receive a lot of contact from people simply providing us with information. In those circumstances, we will record your information but may not provide a response.

Callers who are deaf or have a hearing problem or speech impairment can contact the ACCC through the National Relay Service on 1333 677 and ask for 1300 302 502. Voice-only users please phone 1300 555 727 and ask for 1300 302 502.

What do I do if I am unhappy with how the ACCC dealt with me?

We welcome your feedback, compliments or suggestions on how we dealt with you or used your information. If you are dissatisfied with our conduct or if we have not met the standards outlined in this service charter, we recommend you:

Try to resolve the issue with the staff member, their supervisor or manager in the first instance.

If you are not satisfied after taking these steps, write to the chief executive officer (CEO), c/- the Canberra office.

If you are not satisfied with the response provided by the CEO, you can contact the Commonwealth Ombudsman on 1300 362 072. For more information on the role of the Commonwealth Ombudsman please visit www.ombudsman.gov.au.

What do I do if I want to make an FOI request?

Freedom of information requests to the ACCC should be directed to our Freedom of Information Officer. Requests should be made in writing by email at foi@acc.gov.au or addressed to the Freedom of Information Officer, c/- the Canberra office. Further information on the ACCC's freedom of information processes can be found at www.foi.acc.gov.au.



Contact us

The best way to contact the ACCC is through the Infocentre by webform or by telephone on 1300 302 502. Refer to the ACCC's *contact us* page on the ACCC's website, www.accc.gov.au.

The ACCC can also be contacted at:

Adelaide office

Level 2
19 Grenfell Street
Adelaide SA 5000

GPO Box 922
Adelaide SA 5001

Brisbane office

Level 24
400 George Street
Brisbane QLD 4000

PO Box 12241
George Street Post Shop
Brisbane QLD 4000

Canberra office

23 Marcus Clarke Street
Canberra ACT 2601

GPO Box 3131
Canberra ACT 2601

Darwin office

Level 8 National Mutual Centre
9-11 Cavenagh St
Darwin NT 0800

GPO Box 3056
Darwin NT 0801

Hobart office

Level 2
70 Collins Street
(Cnr Collins & Argyle Streets)
Hobart Tas 7000

GPO Box 1210
Hobart TAS 7001

Melbourne office

Level 35, The Tower
360 Elizabeth Street
Melbourne Central
Melbourne VIC 3000

GPO Box 520
Melbourne VIC 3001

Perth office

3rd floor, East Point Plaza
233 Adelaide Terrace
Perth WA 6000

PO Box 6381
East Perth WA 6892

Sydney office

Level 20
175 Pitt Street
Sydney NSW 2000

GPO Box 3648
Sydney NSW 2001

Townsville office

Level 9, Suncorp Building
63 Sturt Street
Townsville QLD 4810

PO Box 2016
Townsville QLD 4810



Independent
Expert
Strategic
Trustworthy



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Important notice

The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.

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