

COMPLAINTS AND FEEDBACK – TELL US WHAT YOU THINK

We value your opinion and want to hear what you think about the quality of our service. We will use your feedback to improve our products and services.

NT Consumer Affairs is committed to providing high quality, efficient, timely and responsive services. On occasions, you – our customer – might not be happy with the service provided, or you could have concerns about the way we do things. We will always attempt to clear up anything you are not satisfied with on the spot. However, if you decide to take your complaint further, you can be sure that we will treat your concerns in an open and responsive way and within clear timeframes.

This information is designed to make it easy for you to understand our customer complaint handling process.

We will promptly respond to your complaints about:

- actions of employees
- quality of our service
- timeliness of our service
- the accuracy of information provided
- the accessibility of our services.

We cannot assist you with complaints about:

- aspects of the legislation administered, unless it's about how we administer legislation.

If you wish to complain write to the:

Commissioner of Consumer Affairs
Northern Territory Consumer Affairs
PO Box 40946
Casuarina NT 0811
Phone 08 8999 1999

What we will do with your complaint?

You will need to clearly define your complaint and detail what result you are seeking. This could range from an apology to some form of change to our processes. We will take your complaint and suggestions seriously. However it is important to understand that our response will be in line with our corporate policies and what legislation permits us to do.

What will we do with the information you provide?

We assure you that any personal details provided will remain confidential. We do however monitor complaints handling performance and utilise this information to improve our complaint handling processes.

Who will contact you?

The manager (or manager's delegate) responsible for the area you have complained about will contact you within 5 working days of receipt of your complaint. That person may be able to quickly resolve your complaint however if not, you will be provided that person's contact details to enable you to check the progress of your complaint. Please be aware that some issues can take some time to investigate however we undertake to keep you informed of our progress.

What if you are still not satisfied?

If you consider that we have been unable to resolve or clarify the complaint to your satisfaction, we will tell you about your rights for a review by the Ombudsman NT and provide you with the Ombudsman NT's contact details.

You can contact the Ombudsman NT on the 12th Floor, NT House, 22 Mitchell Street, DARWIN NT 0800

Or by mail:

PO Box 1344, DARWIN NT 0801

Phone: (08) 8999 1818

Free Call: 1800 806 380

Email: nt.ombudsman@nt.gov.au