

NORTHERN TERRITORY CONSUMER AFFAIRS

CUSTOMER SERVICE STANDARDS

Northern Territory Consumer Affairs strives to provide professional, accessible services to a range of clients, including consumers and businesses.

Our services can be accessed in the following ways:



1800 019 319



consumer@nt.gov.au



consumeraffairs.nt.gov.au

Customer service standards

We aim to meet the following:



Enquiries

- Call centre wait time is less than two minutes¹
- Abandoned telephone call rate is less than 6%
- Answer or acknowledge written enquiries within 5 business days of receipt.²

Applications

Subject to the provision of required information and payment of any application fee:



- Provide written advice on acceptance (or non-acceptance) of a Consumer Conciliation Request within 10 business days of lodgement
- Provide written advice on acceptance (or non-acceptance) of a Consumer Guarantee Dispute application, Mediation application or Technical Inspection application³ within 10 business days of lodgement
- Provide advice on acceptance (or non-acceptance) of an application for Determination of Retail Tenancy Claim⁴ within 10 business days of lodgement.



Other

- Perform a minimum of 85% of scheduled educational visits to businesses per year
- Proportion of active service stations in the Darwin and Alice Springs regions with at least one fuel price check per quarter is at least 90%.

¹ Based on a quarterly average

² Excluding correspondence received during approved office closure periods

³ Under the Building (Resolution of Residential Building Work Disputes) Regulations 2012

⁴ Under the Business Tenancies (Fair Dealings) Act 2003