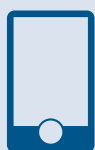


# NORTHERN TERRITORY CONSUMER AFFAIRS

## 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 three minutes<sup>1</sup>
- Abandoned telephone call rate is less than 6%
- Answer or acknowledge written enquiries within 5 business days of receipt.<sup>2</sup>

#### 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 application<sup>3</sup> within 10 business days of lodgement
- Provide advice on acceptance (or non-acceptance) of an application for Determination of Retail Tenancy Claim<sup>4</sup> within 10 business days of lodgement.



#### Other

- Perform a minimum of 90% 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%.

<sup>1</sup> Based on a quarterly average

<sup>2</sup> Excluding correspondence received during approved office closure periods

<sup>3</sup> Under the Building (Resolution of Residential Building Work Disputes) Regulations 2012

<sup>4</sup> Under the Business Tenancies (Fair Dealings) Act 2003