

NORTHERN TERRITORY CONSUMER AFFAIRS CUSTOMER SERVICE CHARTER

This charter sets out the standard of service you can expect when dealing with Northern Territory Consumer Affairs.

We take pride in offering professional, accessible services and are committed to continuous improvement in the work we do.

Our role



Northern Territory Consumer Affairs is an independent office within the Northern Territory Department of the Attorney-General and Justice.

We regulate and administer consumer protection legislation by:

- Promoting responsible business conduct and informing and educating the community on their rights
- Conducting compliance and enforcement activities to deter, detect and respond to breaches
- Conciliating consumer complaints and disputes
- Participating in the development of policies and laws
- Administering the MyFuel NT fuel price reporting scheme.

Our commitment to you



We aim to provide a high quality service in all areas of our work. You can expect us to:

Treat you with fairness and respect by:

- Being courteous, helpful and receptive to your needs
- Acting with integrity, fairness, impartiality and accountability
- Ensuring our services are accessible to everyone, without bias
- Keeping you informed and providing reasons for our decisions.

Provide you with accessible, accurate and consistent information by:

- Being available to engage with you in a variety of ways (writing, free telephone or face to face)
- Ensuring our information is current and easy to understand
- Explaining your options (including review processes), or referring you to the right organisation if we are unable to help.

Respect your privacy by:

- Collecting, using, storing and disclosing your personal information under the *Information Act 2002 (NT)* and the legislation we administer
- Maintaining appropriate security of physical and electronic information provided to us.

What we cannot do



- We are not permitted to provide you with legal advice
- We are unable to assist you if your enquiry does not relate to a law administered by us
- We are unable to recommend or comment on the reputation of a particular trader, except where a public warning has been issued, or if a business is a recognised scam
- We are unable to provide assistance if legal action in a matter has commenced. For example, a letter of demand has been sent to the business.

What we need from you



To help us provide you with the best possible service, you can assist us by:

- Providing full and accurate information, including your name and contact details
- Completing and signing application forms, ensuring applicable fees are paid and supporting documentation is submitted
- Being cooperative and providing timely responses to requests for information.

Your feedback

Your feedback helps us to acknowledge good performance and identify how we can improve our services to you.

You can submit feedback to us or request a review of a decision via email to consumer@nt.gov.au, telephone **1800 019 319** or to our Darwin or Alice Springs office:

NT Consumer Affairs (Darwin)
1st Floor, The Met Building
13 Scaturchio Street, CASUARINA
PO Box 40946
CASUARINA NT 0811

NT Consumer Affairs (Alice Springs)
Ground Floor, Green Well Building
50 Bath Street, ALICE SPRINGS
PO Box 1745
ALICE SPRINGS NT 0871

Any complaints will be reviewed in a timely and objective manner, and a written response provided.