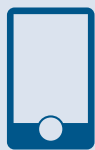


NORTHERN TERRITORY CONSUMER AFFAIRS

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 minutes
- Answer or acknowledge written enquiries within 5 business days of receipt.¹



Applications

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

- Provide written advice on acceptance (or non-acceptance) for 90% of Consumer Conciliation Requests 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 application² within 10 business days of lodgement
- Provide advice on acceptance (or non-acceptance) of an application for Determination of Retail Tenancy Claim³ within 10 business days of lodgement.



Other

- Perform a minimum of 85% of scheduled educational visits to businesses per year
- Complete at least one fuel price check per quarter on all registered retail fuel outlets in the Darwin and Alice Springs regions.

¹ Excluding correspondence received during approved office closure periods

² Under the Building (Resolution of Residential Building Work Disputes) Regulations 2012

³ Under the *Business Tenancies (Fairs Dealings) Act 2003*