

## ACCC CONTACTS

### National office

8.30 am–5.30 pm  
23 Marcus Clarke Street  
Canberra ACT 2601  
GPO Box 3131  
Canberra ACT 2601  
Tel: (02) 6243 1111  
Fax: (02) 6243 1199

### New South Wales

8.30 am–5.30 pm  
Level 7, Angel Place  
123 Pitt Street  
Sydney NSW 2000  
GPO Box 3648  
Sydney NSW 2001  
Tel: (02) 9230 9133  
Fax: (02) 9223 1092

### Victoria

8.30 am–5.30 pm  
Level 35, The Tower  
360 Elizabeth Street  
Melbourne Central  
Melbourne Vic 3000  
GPO Box 520  
Melbourne Vic 3001  
Tel: (03) 9290 1800  
Fax: (03) 9663 3699

### Queensland Brisbane

9.00 am–5.00 pm  
Level 3, 500 Queen Street  
Brisbane Qld 4000  
PO Box 10048  
Adelaide Street Post Office  
Brisbane Qld 4000  
Tel: (07) 3835 4666  
Fax: (07) 3832 0372

### Townsville

9.00 am–5.00 pm  
Level 6, 370 Central Plaza  
Building, Flinders Mall  
Townsville Qld 4810  
PO Box 2016  
Townsville Qld 4810  
Tel: (07) 4729 2666  
Fax: (07) 4721 1538

### Western Australia

9.00 am–5.00 pm  
3rd floor, East Point Plaza  
233 Adelaide Terrace  
Perth WA 6000  
PO Box 6381  
East Perth WA 6892  
Tel: (08) 9325 0600  
Fax: (08) 9325 5976

### South Australia

9.00 am–5.00 pm  
Level 14  
13 Grenfell Street  
Adelaide SA 5000  
GPO Box 922  
Adelaide SA 5001  
Tel: (08) 8213 3444  
Fax: (08) 8410 4155

### Northern Territory

9.00 am–5.00 pm  
Level 8, National Mutual  
Centre, 9–11 Cavenagh St  
Darwin NT 0800  
GPO Box 3056  
Darwin NT 0801  
Tel: (08) 8946 9666  
Fax: (08) 8946 9600

### Tasmania

9.00 am–5.00 pm  
3rd floor, AMP Building  
86 Collins Street  
(Cnr Elizabeth and Collins  
Streets) Hobart Tas 7000  
GPO Box 1210  
Hobart Tas 7001  
Tel: (03) 6215 9333  
Fax: (03) 6234 7796

### Freedom of

### Information Officer

Australian Competition &  
Consumer Commission  
GPO Box 3131  
Canberra ACT 2601  
Tel: (02) 6243 1244  
Fax: (02) 6243 1210  
Email: [foi@accc.gov.au](mailto:foi@accc.gov.au)

## ACCC CONTACTS (cont.)

### Infocentre: 1300 302 502

8.30 am–5.30 pm business days

### Website: [www.accc.gov.au](http://www.accc.gov.au)

Callers who are deaf or have a hearing or speech impairment can contact the ACCC through the National Relay Service [www.relayservice.com.au](http://www.relayservice.com.au).

TTY or modem users—phone 1333 677 and ask for 1300 302 502. Voice-only (speak and listen) users—phone 1300 555 727 and ask for 1300 302 502.

[www.accc.gov.au](http://www.accc.gov.au)



Australian  
Competition &  
Consumer  
Commission

## ACCC SERVICE CHARTER

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## ABOUT THE ACCC

The ACCC is a national law enforcement agency and was set up in 1995 by the Australian Parliament to protect the rights of consumers and business. It does this by encouraging vigorous competition in the marketplace and enforcing consumer protection and fair trading laws, in particular the *Trade Practices Act 1974*.

The ACCC regulates where competition is less effective, for example, the energy and telecommunications markets. As well as enforcing the law, the ACCC provides information and education to businesses and consumers about the laws it administers.

Our goals and priorities are set out in the ACCC's *Corporate plan and priorities*.

## ABOUT THE CHARTER

This charter sets out:

- the values that guide our service
- the standards of service you can expect from us
- the steps you may take if these standards are not met.

The charter is not about the decisions and actions we take when applying the legislation we administer. The ACCC is held accountable through the courts, tribunals, parliaments and the Commonwealth Ombudsman for enforcement action, merger assessment, adjudication, arbitration, access terms and conditions, and pricing decisions.

## VALUES OF THE ACCC

At the ACCC we produce results in the public interest by:

- being accessible, transparent, independent and fair in our dealings with the community including consumers, business and governments
- performing our role in a timely, effective, efficient and consistent manner.

## OUR SERVICE TO YOU

We are committed to:

- providing you with courteous, professional, quality service
- responding to the needs of all people regardless of their personal attributes or circumstances
- being objective and adhering to guidelines on conflict of interest.

We will answer your questions and inquiries promptly and explain our decisions.

## RESPONSIVENESS

You can contact us by telephone, fax, email or in person. Our contact details, office locations and business hours are listed separately at the back of this service charter.

We will identify ourselves to you when you contact us. All correspondence sent to you will include a contact name and telephone number.

We will follow up telephone messages within two business days. Correspondence requiring a response will be acknowledged as soon as possible. Responses will be provided within 28 days.

If this is not possible we will keep you informed of progress. If we are not the appropriate organisation to assist you, we will refer you to one that is.

## INFORMATION

You will be able to obtain guidance and information about your rights and responsibilities under the legislation we administer. We are unable to provide you with legal advice.

We will respect your rights to privacy and confidentiality.

We will provide information and guidelines in plain language.

## COMPLAINTS AND FEEDBACK

The ACCC welcomes your feedback, including complaints, compliments and suggestions. You can provide feedback and comment via email or by contacting an office listed at the back of this charter.

We value your right to complain. Our complaints handling process follows the Australian Standard on complaints handling.

If you are dissatisfied with our service:

- first try to resolve the issue with the staff member you are dealing with
- speak to that staff member's manager if you are not satisfied
- if you are still not satisfied, or if the above suggestions are not appropriate in the circumstances, write to the Chief Executive Officer.

The Chief Executive Officer will respond to your complaint within 14 days.

## EXTERNAL REVIEW

If you are unhappy with the outcome of your complaint about our service, or you feel that your complaint has not been dealt with satisfactorily, there are four avenues for external review:

- Commonwealth Ombudsman (1300 362 072)
- Privacy Commissioner (1300 363 992)
- Administrative Appeals Tribunal (1300 366 700)
- Human Rights and Equal Opportunity Commissioner (1300 656 419).

## REVIEW OF THE CHARTER

We will review this charter through an ongoing consultative process with the public and staff.

Reports on the level of our service performance, complaints and feedback are made to government annually and through the ACCC *annual report*.