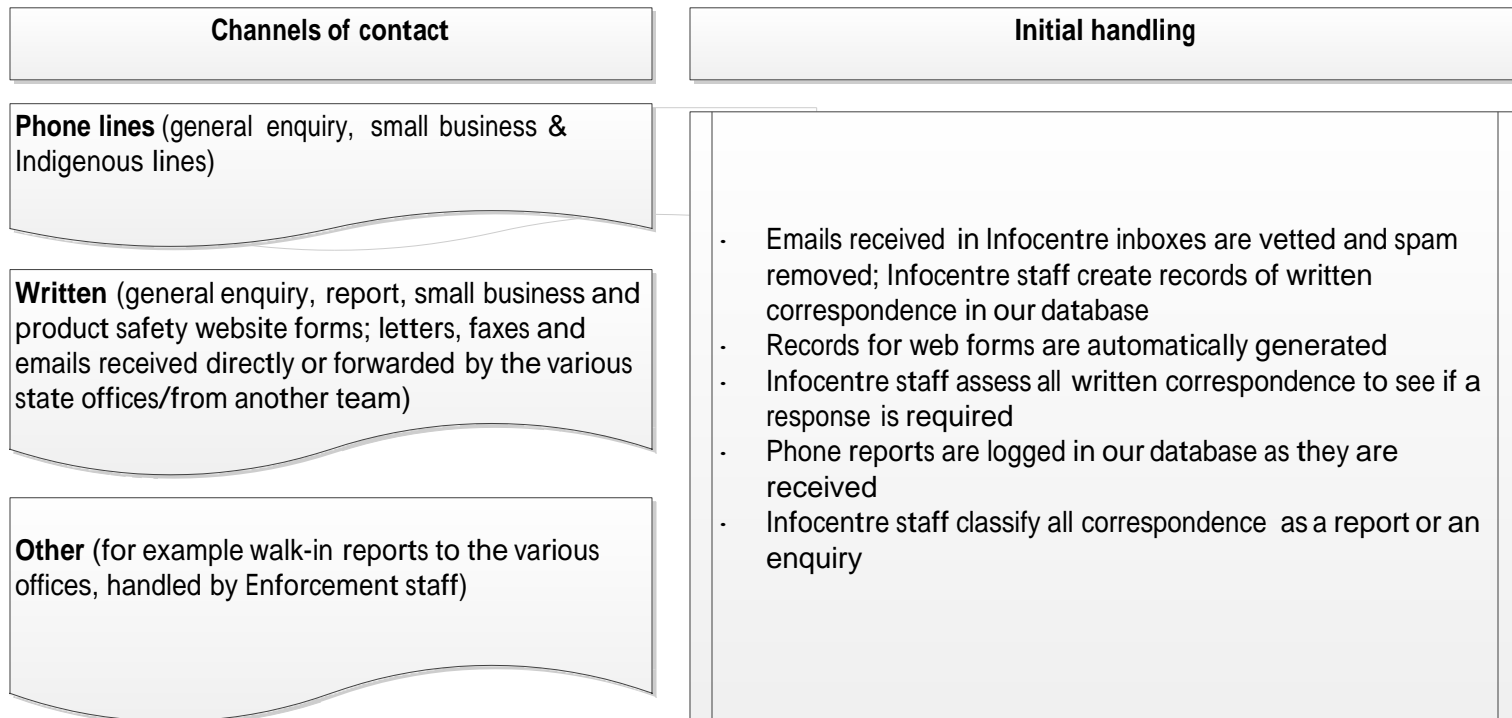


ACCC contact processing procedures

Reports and enquiries are received by the Infocentre

Annual contacts to the Infocentre have exceeded 200, 000 in recent years, as reflected in ACCC Annual Reports. Infocentre staff handle all matters in line with the ACCC Service Charter and Compliance and Enforcement policy.



Infocentre staff follow matter classification procedures to determine the nature of the issues raised.

Matters assessed as not requiring a response and/or not requiring further assessment

Matters assessed as requiring further assessment

Matters that are assessed by Infocentre staff as not requiring further assessment are closed in the database.

Staff follow triage processes for Industry Code and Product Safety matters
Staff follow enquiry and report handling processes for matters to be considered through the Under Assessment process

These reports are kept for ongoing monitoring and analysis. Every report the ACCC receives is of potential value to help us identify trends and where we can most effectively direct our resources

Please note: the ACCC also uses other sources of intelligence gathering to inform where to best direct its resources