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# ACCC Service Charter

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This charter sets out the standards of service you can expect from us and the steps you may take if these standards are not met.

Our mission is to enhance the welfare of Australians by fostering competitive, efficient, fair and informed Australian markets.

## Values of the ACCC

We value integrity, openness, effectiveness, efficiency, professionalism, and innovation in the way we perform our work.

## Professional, quality service

You will be treated with courtesy and our staff will be helpful.

Your questions and inquiries will be answered promptly.

We will be objective in our dealings and will take steps to ensure that our guidelines concerning conflict of interest are adhered to by commissioners and staff.

We will give you reasons for decisions.

## Responsiveness

We will be contactable by telephone, fax, in person or by computer (electronically) during normal business hours.

Over the telephone and at the counter we will identify ourselves to you. Our letters will have a contact name and telephone number on them.

All switchboard telephone numbers will be answered from 8.30 am to 5.30 pm each business day. We will follow up telephone messages within 24 hours.

We will acknowledge all written communications in 7 days. Responses will be provided within 28 days, but where this is not possible we will keep you informed of progress.

Where it is not appropriate for us to help you we will refer you to the appropriate organisation.

## Information

You will be able to obtain information about your rights and obligations under the legislation we administer from the offices *listed on the following page*.

We will provide information and guidelines in plain language.

We will respect your rights to privacy and confidentiality.

## Complaints

If we fail to meet these standards:

- first try to sort it out with the staff member you're dealing with;
- talk to that staff member's manager if you're not satisfied;
- if you are still not satisfied, or if the above suggestions are not appropriate in the circumstances, write to or telephone the General Manager (*details on the following page*).

The General Manager will respond to your complaint within 10 days of receipt.

We will advise you of other avenues to take your complaint, if you are still not satisfied after receiving the General Manager's response.

*This charter will be evaluated in June 1998.*