

# Client service standards

## Our guarantee of service

### What does the Consumer, Trader and Tenancy Tribunal do?

The Consumer, Trader and Tenancy Tribunal is a service for the determination and resolution of disputes throughout New South Wales. The Tribunal has eight divisions: Tenancy, General, Home Building, Motor Vehicles, Residential Parks, Strata & Community Schemes, Commercial and Retirement Villages.

### The service you can expect from the Tribunal

We will:

- provide prompt service to all;
- demonstrate standards of conduct and ethics that maintain public confidence;
- treat you with courtesy, fairness, dignity and respect;
- consult with representatives from key interest groups to ensure that the views of Tribunal users are reflected in procedures adopted by the registry; and
- respond in a timely manner to any concerns or suggestions you may have.

### Applications to the Consumer, Trader and Tenancy Tribunal

#### Listings

- If you make a complete application and pay the appropriate fee you can usually expect to receive a notice within 14 days advising you of when your matter has been listed for hearing.
- Generally, your first hearing date will occur within 10 to 28 days of the date of making the application, depending on the division in which it was made. For example, tenancy division applications are listed within 21 days of the lodgement date.
- Where there is a threat to person or property or a significant hardship, the Tribunal may agree to an urgent hearing and the matter can generally be listed within 7 days. The parties must receive adequate notice of a hearing and for this reason the Tribunal will only agree to urgent hearings in exceptional circumstances.

### Hearings

- Hearings will usually be held at the Tribunal venue closest to the place of contract or dispute. All hearings are open to the public.
- You may bring a support person with you.
- The Tribunal may use alternative dispute resolution in its endeavours to bring you and the other party to a settlement that is acceptable to both of you.
- The Tribunal may deal with matters in a variety of ways including conciliation, telephone hearings, written submissions, directions hearings, informal or formal hearings. If the matter cannot be decided at the first hearing, it will be adjourned to another time for a further hearing.

### Orders

- A notice of the orders made at the hearing will be forwarded to you within 7 days of the hearing unless the Tribunal reserves its decision.
- Orders are effective from the time they are made and must be complied with.

- Orders that are not complied with may be enforced through the Court (see Enforcement Documents below).
- If you want a written statement of reasons for the decision, the request must be made in writing within 14 days of receiving the notice of the orders.
- All written decisions are published on the AustLII website which can be directly accessed from the Tribunal's website.

## Enquiries

- Tribunal staff can only provide information about procedures; they cannot provide legal advice.
- If you telephone the registry during business hours you can expect to have your call answered within 2 minutes.
- If you write to the registry a response will be sent to you within 7 days of the date of receipt of your letter.
- You can email your enquiry to "ctttenquire@cttt.nsw.gov.au" and a response will be sent to you within 7 days.

## Enforcement documents

- A certified copy of the Tribunal's order for money to be paid to you by the other party will be sent to you within 5 working days after receipt of the request.
- A warrant for enforcement of an order for possession, if requested by 10.00am, will be available on the same day.

## Access to Tribunal Procedures and Hearings

- The Tribunal will arrange for an interpreter for a Tribunal hearing for any party on request. This service is free.
- TTY facilities are available for the hearing impaired on (02) 9641 6521.
- Wheelchair access and parking is available by arrangement at most venues. To check access, please contact your local registry.
- If you have special needs or cultural requirements you should contact the Tribunal for assistance.
- The Tribunal regularly conducts Public Information Sessions which give an overview of the Tribunal's jurisdiction and proceedings.
- The Tribunal's video called "Get it Sorted: How the Consumer, Trader & Tenancy Tribunal resolves disputes in NSW" can be viewed at the Tribunal's registries and is available at other locations such as Fair Trading Centres and local libraries.
- The Tribunal's website provides a wide range of information. You may also obtain the material from registries, or by request through the mail.
- The Tribunal's electronic lodgement service can be accessed directly from the website.

## How we will deal with your concerns?

You may write to the Chairperson or Registrar about Tribunal procedures or other issues relating to the standards outlined in this pamphlet. A response will be provided within 21 days. We will:

- treat your concerns seriously and fairly;
- respect your privacy;
- ensure that you will not be disadvantaged in any future dealings with the Tribunal;
- give you information about the external options available if you wish to pursue the matter further.

Send your concerns to the Chairperson or Registrar at the:  
Consumer, Trader and Tenancy Tribunal  
GPO Box 4005  
Sydney NSW 2001  
[www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au)

## How you can make a suggestion?

The Tribunal is always looking for ways to improve its services. We welcome your feedback and suggestions.

Please write to the Chairperson or Registrar.  
Consumer, Trader and Tenancy Tribunal  
GPO Box 4005  
Sydney NSW 2001  
or visit our website at [www.cttt.nsw.gov.au](http://www.cttt.nsw.gov.au)  
Telephone: 1300 135 399  
Facsimile: 1300 135 247