

Making a complaint

The CTTT is committed to providing efficient and effective services. We are also committed to making it easy for people to provide feedback – whether positive, neutral or negative. This fact sheet provides an overview of the complaints response process and will help you understand how to make a complaint.

Our service commitment

The CTTT is involved in the business of resolving disputes. We are committed to continually improving our dispute resolution service. If our service does not meet our service charter, or if you have a suggestion to improve our processes or services, please let us know.

Our complaints management system ensures complaints are dealt with fairly and objectively. Every effort is made to resolve a complaint to everyone's satisfaction.

We ensure that you are not discriminated against or disadvantaged because you have complained or provided feedback.

CTTT Tip

The *Customer service charter* fact sheet describes the level of service you can expect from the CTTT.

Before making a complaint

Before making a written complaint, telephone the CTTT on 1300 135 399 or visit one of our Registry offices. Our staff will attempt to clear up any problems or concerns you may have.

However we understand that some concerns might need further investigation and you may want to write to us to express your concerns.

CTTT Tip

If your complaint is about a Tribunal decision you should refer to our *Rehearing and appeals* fact sheet.

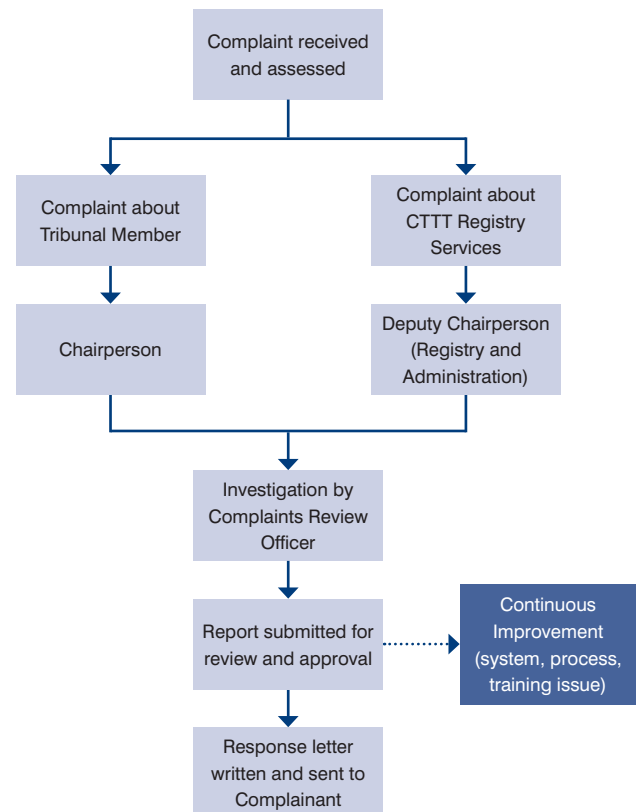
Making your complaint

To make your complaint visit www.cttt.nsw.gov.au and complete the online feedback form. Alternatively, write to: The Chairperson, Consumer, Trader and Tenancy Tribunal, GPO Box 4005, SYDNEY, NSW 2001.

If you need an interpreter or require assistance to make your complaint, the CTTT will help you arrange this on request.

Complaints response process

The flowchart below illustrates the CTTT's complaints response process.



What information do you need to provide in your complaint?

Below are some key points you should include in your complaint letter. This will help us give you a timely and accurate response:

- Your name, address and telephone number
- Your CTTT case file number
- Describe what happened in date order
- Tell us what result you would like to achieve
- Provide supporting documents to help us understand your complaint
- Sign and date your complaint.

How complaints are investigated

All CTTT frontline staff are trained to respond to complaints either at the Registry counter or on the telephone. Where staff are unable to resolve your complaint at first contact, you will be asked to make a written complaint.

When your written complaint is received, we will:

- review and assess your complaint
- register your complaint in our complaints management system within 24 hours of receipt and assign a reference number
- acknowledge receipt of your complaint in writing within 2 days
- respond to your complaint within 28 days.

All complaints are dealt with fairly and objectively. Privacy and confidentiality are observed as far as possible.

What will be the result of your complaint?

Once your complaint has been investigated you will receive a response letter. The letter will address the elements of your complaint to provide a comprehensive response to your issues.

If you are not satisfied with the result of your complaint, you will be provided with information to help you take the matter further if you wish to do so.

CTTT Tip

The CTTT cannot give legal advice, interpret orders made by a Tribunal Member or Adjudicator, change an order once it is made, or enforce an order on behalf of a party.

Read our fact sheet *CTTT Registry staff: What we can and cannot do* for more information.

Complaining on someone else's behalf

We can investigate and respond to your complaint only if it directly affects or relates to you, or if the other person has given their permission for you to act on their behalf as their agent or representative.

How we use your feedback

We realise that complaints management is not just about dealing with and resolving individual complaints.

The CTTT records, categorises and monitors all complaints and feedback. This helps us identify where our business processes and systems can be improved or identify training needs. Your feedback allows us to respond to emerging customer service issues and measure customer and community satisfaction.

External referrals

Sometimes a complaint cannot be managed by the CTTT and it may need to be referred to an external agency such as the Legal Services Commissioner.

If your complaint needs to be referred to an external agency, we will do this quickly and you will be notified in writing.

Related information

Read the following CTTT fact sheets:

- *Customer service charter*
- *CTTT Registry staff: What we can and cannot do*
- *Rehearing and appeals*

CTTT Registries

Telephone: 1300 135 399

Facsimile: 1300 135 247

www.cttt.nsw.gov.au

Fair Trading Centres

General enquiries: 13 32 20

www.fairtrading.nsw.gov.au