

CUSTOMER FEEDBACK FORM

NSW Fair Trading, a division of the Department of Finance, Services and Innovation supports the NSW Government's priority of improving services for the NSW community.

Please use this form to give us your suggestions, compliments or complaints. They're important to us.

1. This feedback is a: Suggestion Compliment Complaint

2. About which service?

- enquiries/information
- complaint handling/dispute resolution
- home building licences
- business licences
- inspections/investigations
- tenancy/rental bonds
- strata/strata mediation
- co-operatives/associations
- loose-fill asbestos implementation taskforce
- other

3. About which issue?

- Fair Trading decision, policy or procedure
- administration of legislation
- information accuracy
- timeliness of service
- staff actions/customer service
- accessibility of service
- fees/charges
- website
- other

4. How did we provide the service?

- phone website letter seminar email other (please specify)

Phone number called (if appropriate)

Name of Fair Trading officer (if appropriate)

5. When did we provide the service?

Date of service

Time

6. Are you: a trader a consumer providing feedback on behalf of someone else

7. Please write details of your feedback here:

(attach additional pages if needed)

8. Please provide your contact details if you would like us to respond to you:

Name

Address

Organisation

Daytime phone

Email address

Office use only

Date Rec'd:

To send your feedback see over the page...

Your feedback is important to us

Suggestions and compliments help us to know what we are doing right or where we can improve. Complaints are equally important and we would like to know about anything that concerns you. We prefer to address them as soon as we can, if possible. If we can't do that we will call or email you within 4 working days or write to you within 20 working days. That's our guarantee.

To send your feedback, you can:

- complete this form and leave it at a Service NSW Service Centre near you. To find your nearest Centre visit (service.nsw.gov.au - see 'Locate us')
- mail this form free of charge to:

Customer Feedback Manager

REPLY PAID 972

NSW Fair Trading

Parramatta NSW 2124

Alternatively you can call us on 13 32 20 or our Customer Feedback assistance line on 9619 8671

Interpreter Service: 13 14 50

TTY relay service: 1300 723 404 (for hearing impaired)

Confidentiality

Any information we gather through this Customer Feedback System is used for service improvement and will not be used for any other purpose. You can also ask that your personal details be withheld from any Fair Trading staff member(s) about whom you are complaining. We will respect this, however, if your complaint is difficult to deal with we will contact you before taking further action.