

The ACCC and complaints

The ACCC receives complaints from consumers and businesses via:

- the ACCC infocentre on 1300 302 502;
- email through its website at <<http://www.accc.gov.au>>;
- letters and faxes sent to ACCC offices all around Australia; and
- electronic forms submitted through the ACCC's website Slam-a-Cyberscam facility.

ACCC infocentre

The ACCC's new infocentre team are professional problem solvers whose job it is to take inquiries and complaints by telephone. The calls they receive cover all aspects of the Trade Practices Act from consumer protection to regulatory issues. Some are referred to more appropriate agencies, and others referred to the relevant ACCC investigator.

Email

Complaints received via email are analysed for trade practices issues by the infocentre team, then referred on or answered as appropriate.

Letters and faxes

Complaints sent as letters or faxes are often more detailed about specific ACCC investigations, and these are referred to investigating officers. More general complaints undergo the same analysis process as other forms.

Electronic complaints

Slam-a-Cyberscam is located on the ACCC website and allows victims of online scams to lodge complaints with the ACCC electronically. The ACCC monitors these complaints for trends in online conduct, and refers them to other agencies as appropriate. The ACCC will investigate any complaints that are clear breaches of the Trade Practices Act, providing they include evidence and contact details.

ACCC response-ibilities

The ACCC service charter requires that:

- telephone messages be acted on within 24 hours;
- written complaints be acknowledged within 7 days;
- written complaints be responded to within 28 days; or
- when a response is not possible within 28 days, the complainant to be kept informed of progress.

ACCC priorities

The ACCC is a Federal authority and investigates matters that involve:

- apparent blatant disregard of the law;
- a history of previous contraventions of the law;
- significant public detriment;
- the potential for action to have worthwhile educative or deterrent effect;
- a significant new market issue; or
- a likely outcome that would justify the use of the resources.

Commission offices

ACT (national office)

Chief Executive Officer, Brian Cassidy
PO Box 1199, DICKSON ACT 2602
Tel: (02) 6243 1111 Fax: (02) 6243 1199

New South Wales

Regional Director, Geoff Williams
GPO Box 3648, SYDNEY NSW 1044
Tel: (02) 9230 9133 Fax: (02) 9223 1092

Tamworth

Director, Albert Julum
PO Box 2071, TAMWORTH NSW 2340
Tel: (02) 6761 2000 Fax: (02) 6761 2445

Victoria

Regional Director, Tom Fahy
GPO Box 520J, MELBOURNE VIC 3001
Tel: (03) 9290 1800 Fax: (03) 9663 3699

South Australia

Regional Director, Bob Weymouth
GPO Box 922, ADELAIDE SA 5001
Tel: (08) 8213 3444 Fax: (08) 8410 4155

Queensland

Regional Director, Alan Ducret
PO Box 10048, Adelaide Street Post Office
BRISBANE QLD 4000
Tel: (07) 3835 4666 Fax: (07) 3832 0372

North Queensland

Director, Tony Hilton
PO Box 2016, TOWNSVILLE QLD 4810
Tel: (07) 4729 2666 Fax: (07) 4721 1538

Western Australia

Regional Director, Sam Di Scerni
PO Box 6381, EAST PERTH WA 6892
Tel: (08) 9325 3622 Fax: (08) 9325 5976

Tasmania

Regional Director, Peter Clemes
GPO Box 1210, HOBART TAS 7001
Tel: (03) 6215 9333 Fax: (03) 6234 7796

Northern Territory

Regional Director, Derek Farrell
GPO Box 3056, DARWIN NT 0801
Tel: (08) 8946 9666 Fax: (08) 8946 9600