



# THUMBS UP FOR ACCC INFOCENTRE

The ACCC  
Infocentre  
is the first  
point of  
phone or  
email contact  
for the public.

NINETY PER CENT OF PEOPLE SURVEYED WHEN CONTACTING THE ACCC HAVE GIVEN ITS INFOCENTRE A TICK OF APPROVAL.

**THE INFOCENTRE** is the first point of phone or email contact for the public seeking information or wanting to speak to an ACCC officer. Many of the calls received are from members of the public wanting information on issues such as their rights to a warranty, and in these cases the Infocentre can often help directly.

Any information from callers alleging anti-competitive conduct that may potentially breach the Trade Practices Act is passed directly to an ACCC investigator.

Of the 409 people who took part in the survey, over 90 per cent agreed that the Infocentre provides a professional interface for the ACCC, with the majority of callers agreeing that staff

were courteous, helpful and provided a high standard of service.

The results are broadly in line with other government agencies including the Australian Federal Police, Comcover and the Australian Quarantine and Inspection Service.

The ACCC works very closely with a range of government agencies, all of which try to direct inquiries to the agency or area most likely to deal with the concerns or questions raised.

If an Infocentre officer cannot help the member of the public directly, they will try to put them in touch with someone who can.

Contact the ACCC Infocentre on 1300 302 502. ●