

**Turner Residents Association Inc
PO Box 6169
O'Connor ACT 2602**



10 May 2006

Ms Andrea Cullen
Secretary
Standing Committee on Public Accounts
GPO Box 1020
CANBERRA ACT 2601

Dear Ms Cullen,

Inquiry into Land Valuation in the ACT

Further to our recent submission relating to the above matter we would like to suggest that the attached complaints procedure from ACTEWAGL might make an appropriate template for use on the valuation notice issued by the ACT Revenue Office.

In our submission to the enquiry we have found the statement of objection rights to be repetitive and somewhat obscure hence our suggestion that may assist to improve it.

We look forward to the outcome of the inquiry in due course.

Yours sincerely,

Anne McMahon
President

 A.C.T. LEGISLATIVE ASSEMBLY COMMITTEE OFFICE	
SUBMISSION NUMBER	5a
DATE AUTH'D FOR PUBLICATION	17/5/06



A summary of our complaint handling procedure

It is ActewAGL's policy:

- to receive complaints by telephone, facsimile, email or letter
- to resolve your complaint as soon as reasonably possible
- to deal with your complaint professionally, efficiently and fairly
- to keep you advised of progress or changes
- to discuss with you any cost that may be associated prior to undertaking any action
- to provide reasons for all our decisions
- to learn from your feedback and improve ActewAGL's service and product delivery
- to treat all customers with courtesy and respect

ActewAGL's complaint handling process:

When ActewAGL receives a complaint, the complaint will be registered and immediately assigned to a complaints officer to arrange investigation, action and resolution.

ActewAGL is required by the Utilities Act 2000 and the Consumer Protection Code to respond to complaints within a prescribed time period:

- ActewAGL will acknowledge the complaint within 10 working days (by direct or telephone contact, or in writing) and
- ActewAGL will respond to the complaint, describing the proposed course of action, within 20 working days (by direct or telephone contact, or in writing).

If you are dissatisfied with ActewAGL's decision about your complaint, you have the right to ask for reconsideration by a higher level of ActewAGL management.

If you are dissatisfied with the results of higher management's reconsideration, you have a right to take your complaint to the Essential Services Consumer Council

Essential Services Consumer Council
PO Box 578
Civic Square ACT 2608
Telephone (02) 6207 7740 Fax (02) 6207 7739

To help ActewAGL respond to your complaint, it is your responsibility to:

- clearly identify the issues of complaint and to provide any relevant supporting information and documents
- where possible, to let us know what kind of result or outcome you are hoping to receive
- to advise us promptly if recent circumstances change your need for a complaint to be assessed
- to treat all ActewAGL officers with courtesy and respect

---//---