ACCC contact processing procedures

Reports and enquiries are received by the Infocentre

Annual contacts to the Infocentre have exceeded 200, 000 in recent years, as reflected in ACCC Annual Reports. Infocentre staff handle all matters in line with the ACCC Service Charter and Compliance and Enforcement policy.

Channels of contact

Phone lines (general enquiry, small business & Indigenous lines)

Written (general enquiry, report, small business and product safety website forms; letters, faxes and emails received directly or forwarded by the various state offices/from another team)

Other (for example walk-in reports to the various offices, handled by Enforcement staff)

Initial handling

- Emails received in Infocentre inboxes are vetted and spam removed; Infocentre staff create records of written correspondence in our database
- Records for web forms are automatically generated
- Infocentre staff assess all written correspondence to see if a response is required
- Phone reports are logged in our database as they are received
- Infocentre staff classify all correspondence as a report or an enquiry

Infocentre staff follow matter classification procedures to determine the nature of the issues raised.

Matters assessed as not requiring a response and/or not requiring further assessment

Matters assessed as requiring further assessment

Matters that are assessed by Infocentre staff as not requiring further assessment are closed in the database.

These reports are kept for ongoing monitoring and analysis. Every report the ACCC receives is of potential value to help us identify trends and where we can most effectively direct our resources

Staff follow triage processes for Industry Code and
Product Safety matters
Staff follow enquiry and report handling processes for
matters to be considered through the Under Assessment
process

Please note: the ACCC also uses other sources of intelligence gathering to inform where to best direct its resources