



Office of State Revenue
NSW TREASURY

Client Feedback Form

OSR 028 – 02/04

We want to serve you better and are committed to continuously improving our client service standards. To do this, let us know what you think.

ISO 9001-Quality Certified

ABN: 77 456 270 638

Your details (this information is optional, but we would like to get back to you with how we have addressed your feedback)

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|--|
| Name |
| Address |
| |
| Phone () Email or Fax |

What type of feedback would you like to give us?

- Compliment for our service or staff
- Suggestion to improve our service
- Complaint about our service or staff

How did you receive this service?

- Phone Fax Letter In person
- E-mail Other, specify

Where did you receive this service?

- Parramatta Sydney Newcastle Wollongong

When you received this service, what area was it related to?

- Stamp Duty Pay-roll Tax First Home Owner Grant Land Tax
- Other, specify

Please explain your compliment, suggestion or complaint. If you need more room, feel free to attach extra information to this form.

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Thank you for taking the time to tell us what you think. Please put this form in the 'Feedback' boxes at the front counter. You can also post, fax or email your feedback to:

Client Feedback Co-ordinator
Office of State Revenue
– GPO Box 4042, Sydney NSW 2001
– Fax: (02) 9891 4661
– Email: feedback@osr.nsw.gov.au



9999900036

What happens now?

If you are giving a compliment:

For service which exceeded your expectations, we will ensure that your feedback is passed to the person and/or the manager of the relevant Unit.

If you are making a suggestion:

We will acknowledge your contribution and make sure your suggestion is reviewed. Your feedback is important as it helps us to maintain a high standard of service.

If you are making a complaint:

We will strive to resolve the complaint and adopt measures to prevent it from recurring.

When we receive your complaint, we will take the following steps:

- 1 Formally acknowledge your complaint and advise who is handling it.
- 2 Aim to resolve your complaint within 15 working days. Some matters however are more complex and can take a little longer to resolve and if that is the case, we will keep you informed of our progress.

PRIVACY STATEMENT

The information we collect on this form will be used by us to reply to the feedback you have provided. It may be disclosed to third parties where it is required or allowed by law or where you have otherwise consented.

You have the right to access and update the information we have collected by contacting our Privacy Coordinator on (02) 9689 6119.

OFFICE USE ONLY

Feedback taken by

Date / /20

Division

If feedback relates to a complaint, has it been resolved : Yes No

If yes, what was the corrective action:

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Follow up action required : Yes No

If yes, please provide details:

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Please refer to Client Feedback Co-ordinator, Revenue Advisory Services Division,
Level 5, Parramatta