



Client Feedback

How to provide feedback to the Office of State Revenue

Service commitment

At the Office of State Revenue (OSR), we are committed to continuously improving our client services.

Clients can help us improve our services by providing feedback about their dealings with us.

Why give feedback?

If our service does not meet your expectations, exceeds it or if you have a suggestion, let us know.

Your feedback helps us identify underperforming areas as well as areas performing above your expectations.

Compliments, suggestions and complaints

- If you have a compliment in relation to our service, we will ensure that your comments are passed on to the person responsible.
- If you have a suggestion we will formally acknowledge your suggestion and ensure that your suggestion is assessed and if it has merit, see that it is implemented.

A suggestion can be about additional services you would like to see and how these services are best delivered or how to improve existing services.

If you have a complaint, we will:

- formally acknowledge your complaint
- aim to resolve your complaint within 15 working days. We will keep you informed of the progress of your complaint if it is a complex matter that takes more than 15 working days to resolve.

A complaint is defined as an expression of dissatisfaction with OSR's administration or quality of service but does not include complaints about Government policy or individual tax liability.

MORE INFORMATION



www.osr.nsw.gov.au



(02) 9689 6200
TTY(02) 6354 7255
(Hearing and speech impaired)
8:00 am – 5:30 pm
Monday to Friday



(02) 9891 4661



feedback@osr.nsw.gov.au



Payments by post:
GPO Box 530
Sydney NSW 2001



GPO Box 4042
Sydney NSW 2001
DX 456 Sydney



NSW Ombudsman
Level 24, 580 George Street
Sydney NSW 2000



(02) 9286 1000
*1800 451 524



(02) 9283 2911



nswombo@ombo.nsw.gov.au



www.nswombudsman.nsw.gov.au

*Toll Free (outside Sydney metro)

Help in community languages is available.

How to provide feedback?

There are a number of ways in which you can provide feedback to the Office. These include:

- completing a Client Feedback form available from our Offices. This form can be obtained on our website www.osr.nsw.gov.au
- by fax
- by e-mail
- coming into one of our offices
- calling any of our enquiry lines.

Privacy statement

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

You can access the information we have collected by contacting our Privacy Co-ordinator on 9689 6119.

External review

We will try to resolve the issues you raise, however if we are unable to provide you with a satisfactory solution, you have the option of requesting an Alternative Dispute Resolution from the NSW Ombudsman.

NSW Ombudsman

The NSW Ombudsman office is an independent organisation established to review matters about treatment of individuals by NSW government agencies.

You can take your complaint directly to the NSW Ombudsman. However, we request that you approach us in the first instance to give us an opportunity to try and resolve your issue.

Office of State Revenue: ISO 9001 – Quality Certified
Department of Finance & Services

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