



# Do You Wish to Provide Feedback?

## MORE INFORMATION



[www.sdرو.nsw.gov.au](http://www.sdرو.nsw.gov.au)

Please return comments form to:



**Client Feedback Co-ordinator  
NSW Office of State Revenue**

GPO Box 4042  
Sydney NSW 2001

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

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The State Debt Recovery (SDR) is committed to continuously improving its client service. Your feedback is important in helping us identify areas we need to improve.

## What should I write?

Please provide a brief description of your experience dealing with us and include your penalty notice or overdue fine number in the subject heading.

## What happens now?

### Complimenting a service:

- For service which has exceeded your expectations, we will ensure that your comments are passed to the person and/or the manager of the relevant unit.

### Making a suggestion:

- We will acknowledge your suggestion and ensure it is assessed. Your comments are important as they help us to maintain a high standard of service.

### Making a complaint:

- We will try to resolve your complaint and put in place measures to prevent it from occurring again.
- When we receive your complaint, the following steps will be taken:
  - ▶ formally acknowledge your complaint and advise you who will be handling it
  - ▶ aim to resolve your complaint within 15 working days. However some complex matters can take longer to resolve. If this is the case, we will keep you informed of our progress.

## NSW Ombudsman's Office

The Office of the Ombudsman is an independent agency established to review matters about the treatment of individuals by NSW Government agencies.

You may take your complaint directly to the NSW Ombudsman if you prefer, however, we request that you approach us in the first instance to allow us an opportunity to try and resolve your issue.

The Ombudsman can be contacted on (02) 9286 1000 or on 1800 451 524 for calls made from outside NSW.

