

ANO Service Charter

The Aircraft Noise Ombudsman and staff will give careful attention to your complaint and treat everyone with dignity, respect and courtesy.

- ⇒ We will acknowledge all complaints lodged and give you a complaint reference number within five working days.
- ⇒ We will respond to your telephone messages within two working days.
- ⇒ We will consider your complaint in line with the ANO Charter and advise you within ten working days whether or not we will review it.
- ⇒ We will resolve all complaints as soon as possible, acting fairly, independently and objectively. The time taken to resolve complaints varies because of their complexity and other factors.
- ⇒ We will keep you informed of the status of your complaint. You can check on the progress of your complaint at any time on the website.
- ⇒ We will communicate with you clearly and courteously.
- ⇒ We will tell you the reasons for any decisions. If we cannot review your complaint, we will advise you, if possible, of other avenues for you to pursue your complaint.
- ⇒ We will treat information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian law.
- ⇒ We will keep our website up-to-date.
- ⇒ We welcome your feedback about our services.