

ano
AIRCRAFT NOISE OMBUDSMAN

Service Charter

Version Control

Version	Date	Change description
1.0	26 October 2021	New document – Approved
1.1	3 December 2021	Amendments – Add reference to Gifts and Benefits Policy Register and ANO Archives and document management policy

Service Charter

Our Service Charter sets out the role of the Aircraft Noise Ombudsman (ANO) and standard of service you can expect to receive from us.

- [Role of the ANO](#)
- [Purpose of our Service Charter](#)
- [Making a Complaint to the ANO](#)
- [Service Standards](#)
- [Complaints about the ANO](#)
- [Privacy](#)
- [FOI requests](#)
- [Contact the ANO](#)

Role of the ANO

The role of the ANO is to conduct independent administrative reviews of Airservices Australia (Airservices) and the Department of Defence (Defence) management of aircraft noise. This includes:

- handling of complaints
- community consultation processes relating to aircraft noise
- presentation and distribution of aircraft noise-related information.

The [ANO Charter](#) outlines how the ANO will operate, including powers and duties, appointment terms, who is eligible to lodge a complaint, the types of complaints the ANO can consider, how the ANO reviews complaints and the types of recommendations the ANO can make. The Charter ensures that the ANO is independent and is not subject to direction by the Airservices' Board or Defence staff.

Purpose of our Service Charter

This Service Charter sets out the standard of service you can expect to receive from the ANO.

Our Service Charter also sets out:

- What you should provide if you wish to make a complaint to the ANO.
- What you should do if you wish to make a complaint about your dealings with us.
- Your privacy.




Complaint submission and guidelines

If you have a complaint about civilian aircraft noise or Airservices conduct, community engagement practices or the provision of aircraft noise information you should first complain to [Airservices Noise Complaints and Information Service \(NCIS\)](#).

If you have a complaint about aircraft noise relating to Defence operations, Defence community engagement practices relating to aircraft noise, or provision of aircraft noise information you should first contact the [Department of Defence](#).

If you have made a complaint to one of the above applicable agencies and you are unhappy with the handling of your complaint you can make a complaint to the ANO by filling out the [online complaint form](#).

Alternatively, you can make a complaint by phone, email, or mail.

-  1800 266 040 (toll free)
-  ano@ano.gov.au
-  Aircraft Noise Ombudsman
GPO Box 1985
Canberra ACT 2601

Complaint Guidelines

- Anyone can lodge a complaint with the ANO.
- Your complaint must relate to Airservices or Defence management of aircraft noise such as:
 - the handling of your complaint or enquiry
 - consultation with your community; or
 - how information about aircraft noise is presented or distributed.
- You should focus on the main problems and facts.
- You should provide enough details for the ANO to understand the problem.
- If you have relevant supporting documents include copies with your complaint.
- Explain what happened when you tried to resolve your complaint with Airservices or Defence and why you are not satisfied with the outcome.
- Please treat our staff with courtesy and respect. We do appreciate you may be experiencing distress and frustration and our staff will work with you to ensure your complaint is addressed, however any inappropriate conduct may result in your access to our service being restricted.

Our Service Principles

The ANO will work with you to address your concerns regarding the handling of your aircraft noise complaint. Our Service Charter includes three important principles when providing our service. The ANOs office will be **Transparent, Efficient and Respectful**.

Principle	What this means for you	What you can expect from us
Transparent	<ul style="list-style-type: none"> You will receive a clear understanding of what our office can do to assist you. We will make it easy to understand the outcome of the ANOs review. If your matter cannot be addressed by the ANOs office, you will be provided additional information as to the responsible department or agency. 	<p>We will:</p> <ul style="list-style-type: none"> Keep you updated on the progress of your review. Communicate with you in your preferred format where possible (email, phone, post). Provide a clear and concise explanation and outcome to your complaint. Make sure we have answered your questions that are within the ANO Charter.
Efficient	<ul style="list-style-type: none"> We will respond to your complaint as soon as possible. 	<p>We will:</p> <ul style="list-style-type: none"> We will resolve your complaint as soon as possible, acting fairly, independently, and objectively. We will provide regular updates to your complaint or inquiry.
Respectful	<ul style="list-style-type: none"> We will treat you with respect and understanding. 	<p>We will:</p> <ul style="list-style-type: none"> Investigate your complaint with empathy and recognition of the impacts you may be experiencing due to aircraft noise. We will consider and address your concerns, that are within the ANO Charter. Our communication will be clear and courteous.

Service Standards – Time Frames

The ANO service standard time frames are identified within Key Performance Indicators (KPIs) that are reportable to the Board of Airservices Australia, Department of Defence and the Minister for Infrastructure, Transport and Regional Development.

Service type	Description of the service being guaranteed	Service Guarantee
Complaints (individual)	Acknowledge a complaint	2 business days
Complaints (individual)	Make a decision and advise as to whether a complaint is within jurisdiction	14 business days
Complaints (individual)	Updates	Every 28 days
Complaints (multiple)	Acknowledge a complaint	3 business days
Complaints (multiple)	Make a decision and advise as to whether a complaint is within jurisdiction	21 business days
Complaints (multiple)	Updates	Every 28 days

Complaints about the ANO

We welcome your feedback, compliments, or suggestions on your experience in dealing with the ANO. If you are dissatisfied with our conduct or if we have not met the standards outlined in this Service Charter, we recommend you contact us to enable a review of your complaint.

If you remain dissatisfied with the ANO's decision about your complaint you can ask the **Commonwealth Ombudsman** to review how we handled your complaint. – phone 1300 362 072 or online at www.ombudsman.gov.au

The Commonwealth Ombudsman's review would likely consider:

- the process adopted by our office and whether it was fair and adequate to address the complaint issues you raised; and
- the merit of our conclusions and whether they were properly explained to you.

Privacy

Treatment of Personal Information will depend on the type and purpose of the Personal Information collected but will always be used in a manner consistent with applicable Australian privacy laws.

If you would like to make an enquiry, comment or complaint about our handling of your personal information, please contact our Privacy Officer at privacy@airservicesaustralia.com.

For further information please see our [Privacy Policy](#), or contact our Privacy Officer at privacy@airservicesaustralia.com.

The '[ANOs archives and document management policy](#)' establishes an archiving framework for the creation and management of authentic, reliable and useable records which support business functions and activities and which comply with the regulatory and legal environment.

FOI requests

The ANO is subject to the Freedom of Information Act 1982, and we therefore make available information on our structure, functions, appointments, annual reports and details of our FOI officer.

The FOI Act gives any person the right to:

- Seek access to documents (but not exempt documents) that we hold.
- Ask for personal information we hold about you to be changed or annotated if it is incomplete, out of date, incorrect or misleading. and
- Seek a review of our decision not to allow you access to a document or not to amend your personal record.

You can ask to see any document that we hold. We can refuse access to some documents, or parts of documents that are exempt. Exempt documents may include those relating to personal privacy of individuals, commercial or business affairs of third parties, investigations or methodology of the ANOs functions or activities, documents containing material obtained in confidence, or other exempt matters set out in the FOI Act.

FOI requests can be sent in writing to ANO FOI Officer to either: ano@ano.gov.au or GPO Box 1985, Canberra ACT 2601.

Contact the ANO

You can [contact the ANO](#) by:

- submitting an online complaint using the ANO's website
- writing to the ANO at GPO Box 1985, Canberra ACT 2601
- emailing the ANO at ano@ano.com.au or
- calling our toll-free number on 1800 266 040