

## Our service standards

Function	Service standard	
	% closed	Timeframe
Enquiries (includes OOJ and corporate enquiries)	90% finalised	Within 7 days
	95% finalised	Within 30 days
Parliamentary complaints (Commonwealth, ACT; includes Australian Defence Force, Australian Federal Police and ACT Freedom of Information complaints)	60% finalised	Within 7 days
	90% finalised	Within 30 days
	95% finalised	Within 90 days
	99% finalised	Within 12 months
Private Health Insurance Ombudsman complaints	70% finalised	Within 2 business days
	85% finalised	Within 7 days
	90% finalised	Within 30 days
	95% finalised	Within 90 days
	99% finalised	Within 12 months
Private Health Insurance Ombudsman enquiries	95% finalised	Within 2 business days
	99% finalised	Within 7 days
Overseas Students Ombudsman and VET Student Loans complaints	75% finalised	Within 30 days
	85% finalised	Within 60 days
	90% finalised	Within 90 days
	99% finalised	Within 12 months
Postal Industry Ombudsman complaints	65% finalised	Within 14 days
	85% finalised	Within 45 days
	95% finalised	Within 90 days
	99% finalised	Within 12 months
VET FEE-HELP complaints	20% finalised	Within six months of receipt or the redress measures commencing (1 January 2019)
	40% finalised	Within 12 months of receipt or the redress measures commencing (1 January 2019)
	60% finalised	Within 18 months of receipt or the redress measures commencing (1 January 2019)
	80% finalised	Within 24 months of receipt or the redress measures commencing (1 January 2019)
	100% finalised	By 30 June 2021
Public Interest Disclosure scheme enquiries	80% closed	Within 7 days
	99% closed	Within 30 days

Function	Service standard	
	% closed	Timeframe
Public Interest Disclosure complaints	70% closed	Within 90 days
	90% closed	Within 180 days
	99% closed	Within 12 months
Public Interest Disclosure investigation extension requests	100% closed	Within 10 business days
ACT Freedom of Information reviews	30% closed	Within 6 weeks
	60% closed	Within 12 weeks
	95% closed	Within 6 months
Defence abuse reports	80% of assessment decisions	Within 6 months
	80% of jurisdictional review requests	Within 12 weeks
	80% of reparation payment review requests	Within 12 weeks
Reportable Conduct	80% of initial assessments on s 17G notifications completed	Within 7 days
	80% of s 17J reports assessed	Within 28 days of being received