SCHEDULE

Regulation 46

Performance Area	Acceptable performance time	Key indicator for acceptable performance (% of instances in which performance is achieved)
1. Response customer enquiry complaint	to 15 working days from or receipt of enquiry or complaint	100%

- 3. Resolution of a 20 working days from 95% referral to dispute referral of dispute resolution
- 4. Notification of 5 working days from 100% dispute resolution decision decision
- 5. Return of deposit 5 working days 100% following notification from receipt of of dispute resolution decision, unless review decision requested
- 6. Accept or reject 5 working days from 100% request for review of receipt of request adjudicator decision in dispute resolution
- 7. Complete review of 10 working days 95% adjudicator decision from referral under regulation 38(1)