

SCHEDULE

Regulation 46

<i>Performance Area</i>	<i>Acceptable performance time</i>	<i>Key indicator for acceptable performance (% of instances in which performance is achieved)</i>
1. Response to customer enquiry or complaint	15 working days from receipt of enquiry or complaint	100%
2. Return of undisputed deposit	5 working days (in accordance with regulation 26(2), 27(2) (b) or 28(2))	100%
3. Resolution of a referral to dispute resolution	20 working days from referral of dispute	95%
4. Notification of dispute resolution decision	5 working days from resolution decision	100%
5. Return of deposit following notification of dispute resolution decision	5 working days from receipt of resolution decision, unless review requested	100%
6. Accept or reject request for review of adjudicator decision in dispute resolution	5 working days from receipt of request	100%
7. Complete review of adjudicator decision	10 working days from referral under regulation 38(1)	95%