

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 decision | 100% |
| 5. Return of deposit following notification of dispute resolution decision | 5 working days from receipt of 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% |