

Enforcement and Compliance report and enquiry handling process

Information provided to the ACCC which may represent a breach of the CCA is defined as a report. This document refers to these reports.

The process for complaints about the ACCC, and how we handle enquiries is detailed in our Service Charter.

All reports that warrant further consideration pending commencement of a formal investigation are progressed to '**Under assessment**'.

Relevant considerations for placing a matter under assessment include:

- enforcement and compliance priorities and strategies as set out in the annual publication "Compliance and Enforcement Policy",
- whether the conduct is widespread or isolated,
- the detriment it is causing,
- the alleged offender's market presence,
- whether the issue would be more appropriately dealt with by another agency, industry code mediation or private legal action,
- any additional history to the matter,
- related litigation,
- any industry implications;
- whether there are other factors such as government priorities or trends.

Under Assessment meeting

The meeting is held weekly, after a report detailing the matters to be considered is distributed. The meeting is attended by various managers, nationwide. There are typically at least 15 attendees, with a roster in place to ensure senior managers are represented.

The criteria used as the basis for deciding whether to escalate to a regional office, or not to take any further action are not fixed. The decision process relies on the knowledge and experience of those in attendance and their understanding of the current operating environment.

If the matter is not progressed, the report will be closed by the Infocentre.

Where a matter is deemed to warrant further investigation or compliance action, the matter will be escalated to the Office or person nominated in the meeting. This will usually be the Regional Office within which the contact who made the report resides unless it is operationally more appropriate for the matter to be undertaken by another office or team.