

I refer to the review of the *Benchmarks for Industry-based Customer Dispute Resolution Schemes* (Benchmarks) by the Commonwealth Consumer Affairs Advisory Council.

I note that the Australian and New Zealand Ombudsman Association (ANZOA) has provided a comprehensive submission to the CCAAC in response to the public invitation to comment on the Issues Paper.

As noted in the submission, my office is one of many in Australia and New Zealand which has adopted the practices and principles found in the Benchmarks. We find that the Benchmarks provide a useful standard against which we can assess and monitor our performance.

We urge their retention and commend the amendments proposed by ANZOA.

Regards

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