

## FOI 25-117 – Information relating to CDS complaints

In relation to the container deposit scheme, for the last three years:

### 1. Total number of feedback and complaints received annually?

- Through quarterly reporting, the Network Operator, Return It, has advised the ACT Government of a total of 37 complaints\* received to date over the last three years. These have been recorded as follows:
  - FY 2024-25 x 17 complaints
  - FY 2023-24 x 12 complaints
  - FY 2022-23 x 8 complaints.
- ACT Government is currently working with the Network Operator to enhance reporting on all customer issues, including questions, feedback, and complaints. To date, the Network Operator has categorised all complaints as inquiries, unless specifically labelled a complaint, which may not fully reflect the nature or seriousness of the issues raised by customers.

*\*As reported to the ACT Government from the Network Operator. This does not include complaints received via the Ministers Office.*

### 2. Total number of complaints in relation to miscounting of containers returned via express pods?

- ACT Government understands that no complaints have been recorded by the Network Operator specifically in relation to miscounting of containers via express pods.

### 3. Total dollar amount of credits applied to all accounts based on miscounts (when you complain that they have missed counting a bag they refund you a nominal amount that is not based on how many containers you have returned - I'd like to know the amount this adds up to each year)

- This information is not held by ACT Government. Oversight of these processes, including audit and reconciliation controls, is managed by the Scheme Coordinator, Exchange for Change, to ensure operational integrity. However, the specific data relating to credits applied to accounts is held by the Network Operator, is classified as Commercial-in-Confidence.

### 4. Is there reconciliation between weight or number of containers returned via express pods and the credits paid out to accounts? If yes, what are these figures?

- This information is not held by ACT Government. Regular audits are conducted by the Scheme Coordinator to ensure the accuracy and integrity of the process. However, specific reconciliation figures and detailed data are classified as Commercial-in-Confidence.

### 5. How many audits have been undertaken of the handling of containers returned via express pods at the Belconnen Depot?

- ACT Government requires that at least two audits be conducted annually at a collection point within the network. The specific number of audits conducted at the Belconnen Depot, along with detailed audit results, is not provided to the Territory.