

ESTIMATES COMMITTEE

Question Taken on Notice

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Date: 16/06/2022

From: Mr Bill Yan

To: Hon Nicole Manison

Portfolio: Parks & Rangers

Agency: Environment, Parks & Water Security

Subject: NT Parks online booking system complaints

QUESTION

How many complaints have you received about the online booking system, and what are the majority of complaints about? What mechanisms are in place to action complaints and visitor feedback?

ANSWER

Since the NT Parks Online Booking System was launched on 1 March 2022, Parks and Wildlife have received approximately 670 written complaints.

The majority of the complaints have related to:

- Password and account issues; and
- the inability to navigate the system on mobile phones.

Mechanisms to action complaints and visitor feedback:

- customers wishing to make a complaint or provide feedback can contact the Customer Service Team directly via a dedicated phone line and email account, or through the Parks and Wildlife or Northern Territory Government feedback links on the respective websites;
- the Customer Service Team responds directly to the complainant within two working days.