



# State Debt Recovery Office

The Fines Division of OSR

Office of State Revenue  
NSW TREASURY  
ISO 9001-Quality Certified  
ABN: 77 456 270 638

## Enquiries

1300 138 118 TTY: (02) 6354 7255 (penalty notices)  
1300 655 805 TTY: (02) 6354 7255 (fine enforcements)

## Client Feedback Form

We want to serve you better and are committed to continuously improving our client service standards. To do this, let us know what you think.

Please return this form to the Client Feedback Coordinator (address below).

### Your details

Full name  Date of birth (dd mm yyyy)

Postal address  State  Postcode

Phone no. (home) (  )  (work) (  )

Mobile no.  Fax no. (  )

Email address  What is the most suitable time to contact you?

### What type of feedback would you like to give us?

- Compliment for our service or processes  Complaint about our service or staff  Suggestion to improve our service

### When you received this service, what did it relate to?

Penalty Notice No.\*   Time to Pay Order No.\*

Enforcement Order No.\*   Other No.\*

\* Reference number optional

### Please provide your comments

(If you need more room, please attach additional pages to this form)

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Thank you for taking the time to tell us what you think. You can post, fax or email your feedback to:

### Client Feedback Coordinator

Office of State Revenue  
GPO Box 4042, SYDNEY NSW 2001  
Fax: (02) 9891 4661  
Email: [feedback@osr.nsw.gov.au](mailto:feedback@osr.nsw.gov.au)  
Website: [www.sdرو.nsw.gov.au](http://www.sdرو.nsw.gov.au)

## PRIVACY

The information we collect in this form will be used by the State Debt Recovery Office (SDRO) to reply to the feedback you have provided. The information may be provided to third parties with your consent or as required or permitted by law. You may correct or update your personal information by contacting the SDRO.