

**AUSTRALIAN RESEARCH COUNCIL**  
**Service Charter**

**Feedback on the Australian Research Council's Performance:**

1. Please describe the type of service or contact you have with the ARC.

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2. On average, how often do you deal with the ARC?

- More than once a fortnight
- Once a fortnight
- Once a month
- Twice a year
- Once a year
- Less than once a year

3. Do you consider the ARC meets the standards set out in this Service Charter?

- Yes
- No

4. If yes, what has impressed you about the ARC's performance?

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5. If no, to what extent have the standards not been met? Is this consistent with your previous dealings with the ARC?

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6. Please provide suggestions on how the ARC's service or contact with you or your organisation might be improved.

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7. In regard to your contact with the ARC, please specify:

I believe the ARC provides me/my organisation with good quality service \_\_\_\_\_ % of the time.

I believe the ARC's service to me/my organisation could be improved \_\_\_\_\_ % of the time.

8. Any other comments?

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Thank you for your valuable feedback. Please send it to:

Service Charter Evaluation  
Australian Research Council  
GPO Box 2702  
CANBERRA ACT 2601  
AUSTRALIA

OR

By fax: (02) 6287 6601

OR

By email: [info@arc.gov.au](mailto:info@arc.gov.au)