

Benchmark/benchmark criteria reference	Feedback on benchmark criteria	Feedback on achievement standard
1.7	National schemes are not necessary to solve local retailing issues.	The challenge is for scheme members to deliver service excellence and resolve complaints internally if possible. Failing this occurring, the members refer the complainant to the scheme for independent adjudication at the members cost. At the outset complainants are made aware of the internal and external resolution process.
1.12		Member's staff must be trained and instructed to make consumers aware of the resolution process. The external process will function effectively with the appointment of competent adjudicators.
2.3	The King Country Electric Power Trust selects and oversees the scheme so that it is independent of member companies.	Given the light workload this is administered through the Trust's own resources.
2.9		The adjudicators are employed on a time on case basis with expenses reimbursed.
4.1		Annual reporting will over time provide statistical data of significance but initially skewed due to expected low incidence of complaints.