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## C Competitive neutrality complaints

**The Productivity Commission Act and the Australian Government's Competitive Neutrality Policy Statement require the Commission to report annually on the number of complaints it receives about the practices of government businesses and business activities and the outcomes of its investigations into those complaints. The Australian Government Competitive Neutrality Complaints Office (AGCNCO) received one formal complaint in 2012-13. Details of the investigation and action taken in relation to this complaint is summarised in this appendix.**

The AGCNCO received one formal written complaint in 2012-13. The complaint was in relation to Australia Post's Rockhampton Mail Centre. The complaint was not formally investigated.

### **Australia Post's Rockhampton Mail Centre**

A complaint was received from Rockhampton Regional Council on 28 August 2012 regarding planning exemptions available to Australia Post and resulting concerns about operational noise from Australia Post's Rockhampton Mail Centre.

Preliminary investigations found that the core issue of the complaint was the operational noise from the Rockhampton Mail Centre rather than whether Australia Post had a competitive advantage over its actual or potential competitors due to exemptions from planning requirements.

In the interest of resolving the noise issue underlying the complaint, the AGCNCO recommended that Rockhampton Regional Council and Australia Post seek to resolve the issue directly.

Australia Post confirmed with the AGCNCO that it was willing to seek a resolution on the operational noise issues with the affected parties. Australia Post also provided the AGCNCO with a list of actions taken over several years to ameliorate operational noise from the Rockhampton Mail Centre.

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The AGCNCO suggested that, through coordination from the Rockhampton Regional Council, a meeting be arranged between Australia Post and the affected parties. The AGCNCO provided the relevant contact details to Rockhampton Regional Council.