

We are committed to delivering timely high-quality service to meet the needs of our customers.

This includes providing a transparent and accessible complaint management process. Our complaint management process is founded upon the principles listed below.

### Our complaint management principles

1. When a customer makes a complaint, they will be:
  - provided with information about our complaint handling process
  - provided with multiple and accessible ways to make complaints
  - listened to, treated with respect by our employees and actively involved in the complaint process where possible and appropriate, and
  - provided with reasons for our decision(s) and any options for redress or review.
2. We will deal with complaints and feedback in a confidential manner. We will protect the identity of customers making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.
3. We will accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.
4. We will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who require assistance. We will ensure that the customer is informed of their right to have a support person or advocate present to assist or represent them through the complaint-making process.
5. Complaining to us is free.
6. We will endeavour to acknowledge the receipt of a complaint within three working days and resolve and respond to all complaints within 28 days of receipt (or 21 business days).
7. We will assess and prioritise complaints in accordance with the urgency and seriousness of the issues raised. When conducting this assessment and prioritisation, we will consider:
  - how serious, complicated or urgent the complaint is
  - whether the complaint raises concerns about people's health and safety
  - how the customer making the complaint is being affected
  - the risks involved if resolution of the complaint is delayed
  - whether a resolution requires the involvement of other organisations.We will inform the customer as soon as possible after the assessment is made.
8. Where a complaint cannot be resolved within 28 days of receipt (or 21 business days) an interim response will be provided to the customer with an indicative timeframe as to when a full response can be expected.

## Complaint management principles

9. We will ensure that the complaint investigation process is impartial with no assumptions made or actions taken until all relevant information has been collected and considered. The person handling the complaint will be different from any employee whose service or conduct is being complained about.
10. We will ensure that any complaint is free from repercussions for the customer and no victimisation will occur to anyone making a complaint.
11. We will ensure we have adequate levels of employees to handle complaints and our employees will be supported to handle complaints through appropriate training and mentoring.
12. Complaints and feedback data will be reviewed regularly to identify service improvements.

