



## **FEEDBACK AND COMPLAINTS**

COMPLIANCE AUSTRALIA CERTIFICATION SERVICES is committed to improving our services and welcomes any comments or complaints that our stakeholders may wish to offer in relation to the services we provide. It helps us to identify anything that we do well, or need to improve.

COMPLIANCE AUSTRALIA CERTIFICATION SERVICES encourages your feedback so that we can work together to resolve your concerns and complaints in a constructive and timely manner. Should you have any comment or complaint, please take the time to inform us, so that we can deal with the matter as expediently as possible.

### **AS PART OF OUR COMMITMENT TO COMPLAINTS HANDLING WE SUPPORT THE FOLLOWING:**

- People have the right to provide feedback or make a complaint.
- Before COMPLIANCE AUSTRALIA CERTIFICATION SERVICES will accept a complaint against a client of COMPLIANCE AUSTRALIA CERTIFICATION SERVICES, the complaint must first have been raised with the Client Company, and the Client Company be given a reasonable length of time within which to resolve the issue
- Complaints will be acknowledged
- Complaints will be accurately recorded
- Complaints will be dealt with fairly, promptly, confidentially and without prejudice
- The complainant will receive clear information on the progress of the complaint together with the final outcome of the investigation

### **HOW DO I MAKE A COMPLAINT?**

Complaints can be submitted in a letter, fax or email or by telephoning COMPLIANCE AUSTRALIA CERTIFICATION SERVICES contact details are available within the web site under contacts. You may contact COMPLIANCE AUSTRALIA CERTIFICATION SERVICES directly or via an advocate. If you wish to remain anonymous, a COMPLIANCE AUSTRALIA CERTIFICATION SERVICES staff member may record your details and ask you to substantiate your complaint with documentation.

You must be able to support your complaints with evidence and show that all attempts have been made to resolve the issue at the lowest level before contacting COMPLIANCE AUSTRALIA CERTIFICATION SERVICES.

### **WHAT HAPPENS THEN?**

You will receive an acknowledgement of your complaint within 14 working days if your comment or complaint is received in writing.

Your comment or complaint will be kept strictly confidential within COMPLIANCE AUSTRALIA CERTIFICATION SERVICES and will only be seen by appropriate COMPLIANCE AUSTRALIA CERTIFICATION SERVICES staff members and those involved in the complaint. Where possible all names will remain confidential however the details of the complaint may have to be shared, with your approval, in order to resolve the problem.

Your comment or complaint will be investigated and you will be informed of what action has taken place to ensure that everything has been resolved in the best way possible for all concerned. You will receive feedback on a regular basis until a complaint is resolved.

### **WHAT IF I AM STILL NOT HAPPY?**

When you receive a letter of response from COMPLIANCE AUSTRALIA CERTIFICATION SERVICES, you will be asked to complete a feedback form asking if you are satisfied with the outcome.

If you are dissatisfied with the outcome, the matter will be re-investigated by the appropriate Action Officer.

William Chance

Managing Director  
Compliance Australia Certification Services Pty Ltd  
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