

## STANDARDS AUSTRALIA COMPLAINTS POLICY

Standards Australia is committed to providing our stakeholders with the highest standard of customer service. We treat all feedback about our employees and performance as an opportunity to learn more about our stakeholders' needs and to improve our service.

Standards Australia is committed to resolving all stakeholder complaints quickly and fairly. We encourage you to speak to us about any concerns.

Our complaint handling process is designed to ensure that your concerns are treated seriously and that your complaint is addressed promptly and fairly.

### Lodging a Complaint

To make it easy for you to provide us with your feedback we have 5 ways for you to contact us.

Call:	1800 035 822 (free call within Australia) +61 2 9237 6171 (from outside Australia)
Email:	<a href="mailto:mail@standards.org.au">mail@standards.org.au</a>
Online form:	<a href="https://www.standards.org.au/contact">https://www.standards.org.au/contact</a>
Fax:	02 9237 6010
Send a letter:	Standards Information Service GPO Box 476 Sydney NSW 2001

### Receiving complaints from stakeholders with impairments

For stakeholders with an impairment that presents difficulties in submitting written complaints, Standards Australia welcomes these stakeholders, or their representative, to call 1800 035 822 to initiate the complaint investigation process. In these cases the Standards Australia Complaints Manager will:

1. Arrange a suitable time with the stakeholder to call them back to obtain details of the complaint;
2. Repeat the complaint details back to the stakeholder to ensure details are recorded correctly;
3. Seek verbal agreement from the stakeholder that the complaint has been understood accurately;
4. Investigate the complaint in accordance with this complaints policy; and
5. Arrange a follow-up phone appointment with the stakeholder to advise of the outcome.

### Resolving your Complaint

In many cases a complaint may be resolved at the initial point of contact or within 2 business days. However, in circumstances where your complaint requires further investigation, the Standards Australia Complaints Manager will send you written acknowledgement of receipt of your complaint (or will provide verbal confirmation where necessary, as described above).

In order to manage complaints consistently, Standards Australia will:

- Treat your complaint confidentially and ensure that you are not treated differently as a result of lodging a complaint;
- Provide a framework for our employees to work with when handling your complaint;
- Let you know who is responsible for resolving your complaint;
- Contact you and respond to your complaint within a mutually agreed timeframe;
- Let you know if we expect it to take longer than 20 business days to resolve your complaint or if our response requires input from our technical committee(s); and
- Keep you informed of the progress of your complaint and of the Standards Australia internal escalation process.

### **Escalations**

Our commitment to our stakeholders is genuine. Should you not be satisfied with the handling of your complaint please outline your concerns and comments and request your point of contact to escalate the issue to the next level within Standards Australia.