

## **SCHEDULE 2**

### **COMPLAINTS HANDLING POLICY**

#### **GENERAL:**

If you have a complaint, then we handle it in the following manner:

- 1.1 You must make the complaint to us in writing by contacting us as outlined in Section 1.3 below.
- 1.2 We will then review your complaint.
- 1.3 We will respond to your complaint within a reasonable time, and in any event within seven (7) business days of receiving your complaint. We will do so by providing a response to you in writing within that time frame.
- 1.4 We will inform you:
  - (a) Whether we accept your complaint; and
  - (b) Whether we need further information from you before we can further consider your complaint or reject your complaint.
- 1.5 If we need further information from you we will then require you to provide it within a reasonable time, not in excess of five (5) business days.
- 1.6 We will then further review your complaint and provide you with a response within a reasonable time frame, and in any event within seven (7) business days of receiving the further information.
- 1.7 If we then accept your complaint we will take action within a reasonable time to provide you with information as to how we will deal with your complaint, and the next steps designed to resolve it.
- 1.8 If we reject your complaint and you are not satisfied with our response you may at any time refer your complaint to the Office of the Australian Information Commissioner ('OAIC').