

Statement on Customer Service Standards

Providing customers with easy access and a point of contact to lodge a complaint is fundamental element of our overall complaint policy. Each person you deal with will identify himself or herself so you know with whom you are speaking.

Angela Del Marco or Susanne Temperley have the training and authority to deal with most of the problems or enquiries that customers have 'on the spot'. Those of a complex nature will be escalated for discussion seeking acceptable resolution. Where possible, we will target to resolve your complaint within 96 business hours of your call.

If we cannot resolve a complaint within 96 hours of your call, we will, wherever possible, advise you at the time you make a complaint or within 10 working days of you making a complaint, of the complexity of the investigation your complaint will require and a timeframe for the possible resolution of your complaint.

Our aim is to resolve complaints as soon as we can after receiving them. In most cases, we will resolve and finalise complaints within 30 calendar days. In some cases, the circumstances or complexity of the complaint may mean that it will not be possible to finalise your complaint within a 30-day time frame.

Where more than 30 days is required to finalise your complaint, we will provide you with regular updates on the progress of your complaint and the likely timeframe for finalising your complaint.

To provide a review on the handling of complaints Angela Del Marco or Susanne Temperley will:

- Randomly check records of complaints received to ensure that a solution satisfactory to all is reached.
- Call back a cross section of customers to discuss the handling of the complaint
- Review all complaints that have not been resolved within our stated timeframes and determine what action is needed to resolve those complaints.

We will advise you of the outcome of our investigation of your complaint. If you request, we will do this in writing.

We will not demand payment of genuinely disputed amounts where a complaint is being investigated.

We will not impose complaint handling charges on you except in special circumstances. For example, we may charge you complaint handling fees where your complaint requires retrieval of archival records that are more than one year old.