

Scope

We value feedback and encourage you to contact us when you have a problem with our services, actions, decisions, and policies.

We strive to make the complaints process fair, easy and transparent. We treat every complaint individually applying this complaints policy to all complaints from members of the public about staff, contractors and decisions made.

We are open and transparent about the complaints we have received, and what we have done to resolve them. We analyse complaint data to identify trends and potential issues that require attention. We use this information to come up with solutions about how we can improve our services.

In this policy 'staff' is any person employed by Equis to carry out functions on the organisation's behalf and 'contractor' is any person contracted by Equis to carry out functions on the organisation's behalf.

This policy does not apply to complaints about individual staff.

Who can make a complaint?

Anyone can make a complaint and you can complain anonymously, but this may limit how we respond to you. You can make a complaint (verbal or written) if you are not satisfied about a decision we have made, an action we have taken or a service we have delivered.

How to make a complaint

We require as much information as possible about your complaint to help us resolve the problem, you will need to:

- provide your name and contact details;
- outline the action, decision, or service you are not happy about and why;
- add dates, times, locations, reference numbers, and any supporting documents; and
- let us know the outcome you are seeking from making your complaint.

Let us know if you have any specific communication needs or barriers, and we can assist you by:

- using an assistance service, such an interpreter or TTY (for free);
- talking with you if you have trouble reading or writing; and
- communicating with another person acting on your behalf if you cannot make the complaint yourself.

You can make your complaint to us by:

- Calling: Monday to Friday: 8.45am-5pm on +61 439 917 804 or (+61) 3 7020 3323
- Emailing: AUProjects@equis.com
- Writing: Ground Floor, 36 Esplanade, Brighton, Victoria, 3186
- Online through our Equis Australia website at equis.com.au
- Online through our Engagement Hub project pages: <https://equis.engagementhub.com.au>

Our complaints process

We aim to resolve your complaint the first time you contact us in line with the principles of the [ISO 10002:2018](#).

We will acknowledge we have received your complaint within 24 hours of registering your complaint in our database giving you a reference number. If it takes longer, we will let you know.

You can quote your reference number when you contact us to follow up on the progress of your complaint.

We will always endeavour to resolve your complaint quickly within two - five working days. If we are unable to then we will let you know when you can expect to hear our outcome.

We will decide how to handle your complaint and after our initial assessment, we may:

- take direct action to resolve your complaint;
- refer your complaint to the relevant staff to investigate; or
- decline to deal with your complaint if you have a right to a statutory review of your complaint.

If we are unable to resolve your complaint, we will refer it to the relevant team or manager to investigate. We will explain why, and, where possible, inform you about other options.

We aim to **investigate complaints within 30 calendar days**, and will tell you if it will take longer and keep you updated about progress until the investigation is completed.

We will inform you of the outcome of your complaint and explain our reasons.

Reviewing our decision

You can review our decision if you are not satisfied with our response to your complaint. We will conduct an internal review that will be independent of:

- the person who took the action;
- the person who made the decision; and
- the person who provided the service.

We will inform you of the outcome of our internal review and explain our reasons within **30 calendar days**.

If you are still unhappy with our response, you can complain to an external party who can deal with different complaints, including reporting fraud or corruption or breach of privacy to making a public interest disclosure.

We strive to be respectful and responsive when communicating with you, we expect the same of you when you communicate with us. We may change the way we communicate with you if your behavior or conduct raises health, safety, resource or equity issues for our staff involved in the complaints process.

Your privacy

We keep your personal information secure according to [relevant privacy and legislation including the Privacy Act 1988 \(Cth\)](#)

Your complaint information will be used to investigate and resolve the issue where we may share this information with other parties if necessary. We may also use information to analyse it for the purpose of improving services that relate to your complaint.

We ask you for personal information (your name and contact details, any communication or assistance needs you require, and demographic information) to better understand your complaint and the outcome you are seeking.

We will let you know if we disclose your personal information (to external parties) acting on our behalf, if considered appropriate to resolve the complaint. Please let us know if do not consent this and your personal information needs to be kept confidential.

We will remove any personal information if we publish complaint data (if you consent to giving us this information).

Your Feedback

You can provide us your feedback on how you feel we have handled your complaint through our online complaints survey submission form, available for you to complete at <https://equis.engagementhub.com.au>

Your feedback will be important to us for monitoring and measuring customer satisfaction. We will also use your feedback for our internal complaints audit reviews that will analyse our complaints-handling process, the resolution of complaints, and process improvements made.

References

Office use only	
Title and version number	Equis Complaints Policy Ver 1.2
Record number	
Effective date	15 August 2022
Responsible officer	
Date of approval	
Review date	
Related policies and procedures	<ul style="list-style-type: none">• Customer service charter• Public Interest Disclosure Policy
Applied legislation	<ul style="list-style-type: none">• <i>ISO:100002:2018</i>• <i>Public Interest Disclosures Act 2013 (Cth)</i>• <i>Privacy Act 1988 (Cth)</i>