



STANDARDS AUSTRALIA COMPLAINTS POLICY

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

Standards Australia is committed to resolving all customer 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 key ways for you to contact us

Call:	1800 035 822
Email:	mail@standards.org.au
Fax:	02 9237 6010
Send a letter:	Customer Information Service GPO Box 476 Sydney NSW 2001
Online Form:	www.standards.org.au

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, we will send you a written acknowledgement of receipt of your complaint within 5 business days.

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 staff members to work with when handling your feedback
- 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 or if our response requires input from our technical committee(s)
- 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 feedback please outline your concerns and comments and request your point of contact to escalate the issue to the next level within Standards Australia.