

STANDARDS AUSTRALIA COMPLAINTS POLICY

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

Standards Australia takes all complaints seriously and is committed to resolving them quickly and fairly. We encourage you to contact us about any concerns.

Lodging a complaint

You can lodge a complaint or provide us with your feedback via the contact methods set out below.

Online form:	https://www.standards.org.au/contact
Call:	1800 035 822 (free call within Australia) +61 2 9237 6171 (from outside Australia)
Fax:	+61 2 9237 6010
Send a letter:	Head of Customer Success GPO Box 476 Sydney NSW 2001

Receiving complaints from stakeholders with impairments

If you experience difficulties in submitting written complaints, Standards Australia welcomes you, or your 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 to call you back to obtain details of your complaint;
2. Repeat the complaint details back to you to ensure details are recorded correctly;
3. Seek verbal confirmation from you that your complaint has been understood accurately;
4. Investigate your complaint in accordance with this policy and our internal procedures; and
5. Arrange a follow-up phone appointment with you to advise of the outcome.

Resolving complaints

In many cases, a complaint may be resolved at the initial point of contact or within 2 business days. However, if a complaint requires further investigation, the Standards Australia complaints manager will send you a 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 all complaints confidentially and ensure that you are fairly treated;
- Notify you of who is responsible for resolving your complaint;
- Respond to complaints within a reasonable timeframe, or as agreed with you;
- Notify you if a resolution is expected to take longer than 20 business days 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. You may request an escalation of your complaint through your point of contact at Standards Australia.