

Corporate Policy

Name: Complaints Handling Policy

Number: POL-014.D

Issue date: 3rd July 2017

Aim

LSA Group of Companies is committed to resolving and responding to complaints from clients and the general public in a prompt, impartial and just manner

Recording complaints

All complaints made, verbal or written, will be recorded in the customer complaint register at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the customer, as well as full details of the complaint including the date through iAuditor. Details of all communication with the customer and any actions to resolve the complaint will be recorded in the same place. Completed report is to be sent to feedback@lsagroup.com.au for lodgement.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues. The personal details or details of their complaint will not be divulged to third parties unless consent is obtained.

Patrons lodging the complaint should be directed to provide the Feedback through the LSA Feedback email. This being feedback@lsagroup.com.au. Complaints that are received directly to staff, should be logged in iAuditor with the patron, ensuring all details are provided of the patron so post contact can be made. Specific details of the feedback must be provided to ensure Management has a clear understanding of the issues at hand,

General complaints

A Manager in the first instance or, in their absence, the IMS Manager must deal with all customer complaints. If neither of these is available, the Chief Executive Officer can phone them back within 48 hours.

If a complaint handler is unable to deal with a complaint immediately, they must notify the customer how long it will take them to investigate the complaint and respond. In the absence of exceptional circumstances, this period should not exceed 5 business days.

All complaint handlers must, in their dealings with customers:

- identify themselves, ascertain what the customer wants and confirm with the customer that their understanding of this is correct;
- be courteous and listen carefully;

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- if they cannot resolve the complaint immediately, explain what they propose to do to address the complaint;
- check whether the proposed action is acceptable to the consumer and, if it is not, notify them of alternative action available to them; and
- Not be defensive or argue with customers.

Written Complaints

All written complaints must be processed between 1 and 10 days of receipt, depending on the nature of the complaint.

Recording Complaint Outcome

Our complaint handlers must keep a record of:

- the nature of each complaint they deal with;
- the product or subject of the complaint;
- the outcome of the complaint; and
- the response time
- in the complaints register

Informing customers of progress

Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our products or services as a result of their complaint. Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline staff can offer an alternative service to resolve a complaint immediately. Complaints will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person. REPETITIOUS

Management can resolve a complaint by

- Responding to the complainant in a courteous manner;
- Offer the customer an alternative solution
- If the complaint is serious, refer the complaint to the CEO for immediate action

Management Review

LSA is committed to its complaint handling and reporting activities every complaint is to be tabled at the Management Meeting and will be included in the Continuous Improvement Register.

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