

Complaints Management Policy

Intent

The Assetlink Group Complaints Management Policy ensures accessible and fair complaint resolution for our customers and team members. Assetlink will ensure that all complaints about our services are managed in accordance with our Values and Signature Behaviours. Assetlink understands that effective complaints handling will enhance our reputation through transparency and demonstrate that we are committed to resolving problems and improving relationships.

Principles

The policy is founded upon the following principles:

- Values based - Fair, effective, and transparent.
- Commitment to an integrated complaints handling process.
- Recognising and respecting the right to lodge a complaint.
- Appointment of a complaints handling representative.
- Acknowledging and responding to all complaints.
- Recording all complaints promptly and accurately for review.
- Analysis of complaints for cause and corrective action.

Operation and Incidence

Assetlink shall allocate a complaints handling management representative to ensure prompt handling and closure of any complaint.

The management team will ensure:

- the process and objectives are established and implemented
- the promotion of information relative to the complaints process to customers and team members
- rapid and effective communication of significant complaints
- review of the process and complaints received to ensure continual improvement
- monitoring of the process, actions and decisions taken relative to complaints handling
- complaints handling data is available for management review.

All people in contact with customers and team members will:

- be trained in complaints handling and comply with reporting requirements
- treat people with courtesy, provide prompt responses to complaints, or direct them to the correct person
- be aware of their role, and applicable procedures and information.

End of Policy