

## **How we will handle your complaint**

On receipt of your complaint, we will:

- Consider your complaint carefully;
- Treat you fairly and impartially;
- Treat you with courtesy and respect;
- Acknowledge your written complaint promptly;
- Act on your complaint as quickly as we can;
- Keep you informed about the progress of your complaint; and
- Explain to you the reasons for any decision we make.

### **Assessment**

We will assess your complaint to clarify the issues and what kind of resolution you are seeking.

If it is not a matter that can be handled by our complaint management system, we will refer you to a more appropriate body (such as an Ombudsman).

Where it is appropriate and possible, we will seek to achieve resolution of your complaint without the need for a formal investigation.

If your complaint is not resolved, we will proceed to a formal investigation.

### **Investigation**

If an investigation is required, we will appoint an appropriate investigating officer. The purpose of an investigation is to gather sufficient reliable information to enable the issue to be addressed.

### **Outcome**

Upon completion of the investigation, we will give you:

- Reasons for any decision taken;
- Advice about changes or actions that have resulted from the complaint;
- A remedy, where appropriate; and
- Information on where to seek internal or external review.

## **Requests for Review**

If you are not satisfied with our decisions, you can have the handling of your complaint reviewed. The purpose of a review is to ensure that we have acted fairly and reasonably in dealing with your complaint. If we find problems with our decision-making process, or in the way we have managed the investigation, we will improve our process so that the problem does not occur again. If appropriate, we may also reconsider our decision. We ask that a request for review is made in writing and sets out the reasons why you believe the decision is not reasonable or correct.