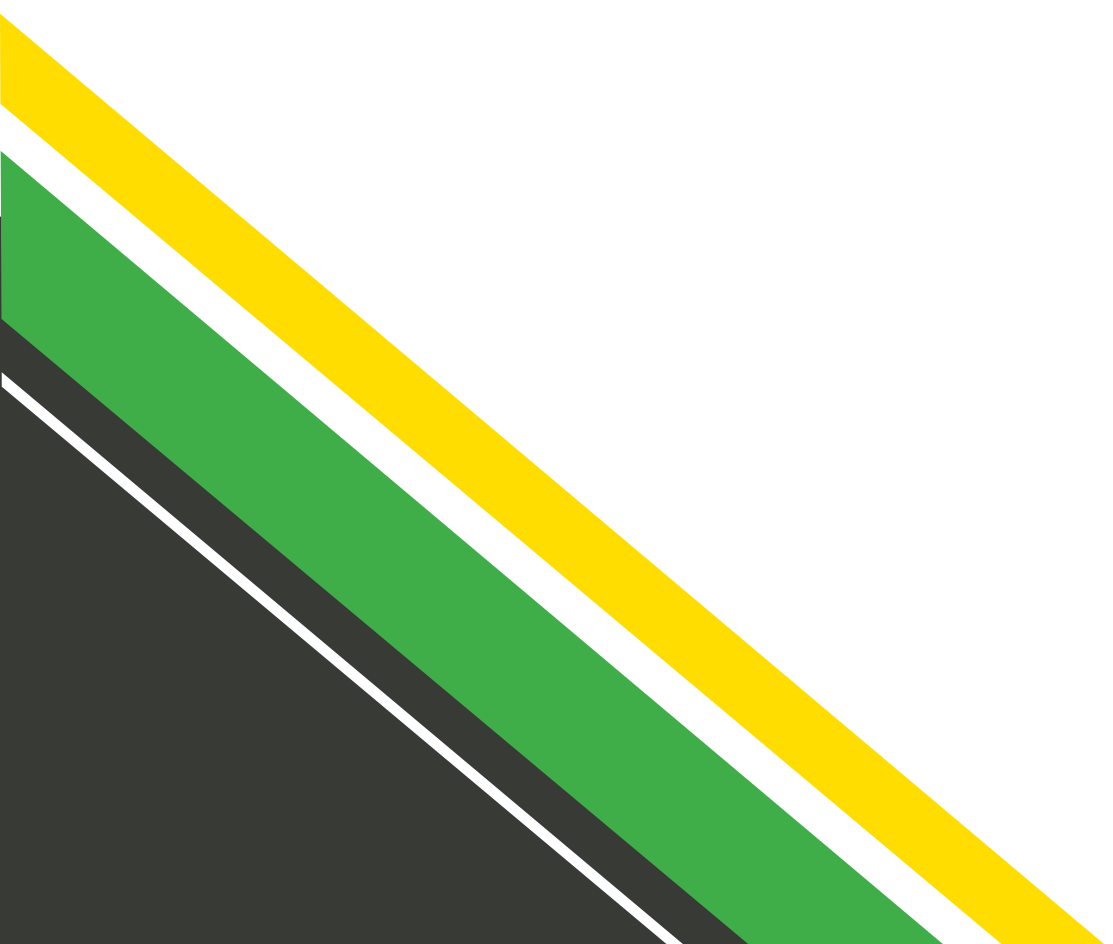



PART D

# Complaint Handling Procedure





We will deal with all complaints in a fair, timely and transparent manner. All complaints will be treated seriously.

We will provide individuals with an informal and informal process to resolve the matter, along with access to an external complaint handling body, based on the nature of the complaint and our rules and regulations.

We also provide an appeals process for those matters.

We will maintain confidentiality where possible and as provided in this policy and seek to ensure that no one is victimised for making, supporting or providing information about a complaint.

## **ATTACHMENTS**

- » Attachment D1: Complaints procedures
- » Attachment D2. Mediation
- » Attachment D3. Investigation process
- » Attachment D4. Hearings & Appeals Tribunal procedure

