

## Feedback/Complaints management process



The following principles are the basis of our feedback/ complaints management framework.

Principle	Red Rock Australasia's belief
Community Focus	Everybody has a right to have their concerns and values heard. We treat people's complaints and suggestions with respect, and promote and encourage feedback as valuable to the way we operate.
Accessibility	We will ensure our complaint handling process is easy to use for all members of our community. We will accept complaints verbally and in writing through a range of formats.
Responsiveness	We will acknowledge, update and respond to all complaints within 24 (business) hours. We will set timely and appropriate parameters to investigate issues, and communicate our process and findings to the complainant.
Accountability and reporting.	We will ensure responsibilities are clearly outlined to staff. Our complaints will be reported internally and externally as appropriate.
Continuous improvement	We will: <ul style="list-style-type: none"><li>• Identify trends for the purpose of improving communication and business practice;</li><li>• Foster a community-focused approach;</li><li>• Encourage feedback for improvement in complaint handling practices;</li><li>• Record and review complaints to ensure our resolutions are meaningful and stakeholder concerns are not being continuously repeated.</li></ul>

All complaints are assessed equally.

We will try to respond to you within 24 (business) hours to acknowledge your complaint if your contact details were provided.

The way we manage your complaint depends on the:

- complexity and classification of your complaint
- quality of the information you provide us with.

If you're unsatisfied with the outcome of your complaint, you can lodge a complaint with our Governing body: Earth Resources Victoria.

We will manage your complaint by:

- Letting you know we have received your complaint
- Assessing the nature of your complaint.
- Classifying and identifying the priority of your complaint.
- Reviewing the complaint against public safety, environmental and legislation requirements.
- Investigating your concern/issue
- Closing the complaint.
- Advising you of the outcome

We are unable to investigate trivial or vexatious complaints or those that lack substance or credibility eg. complaints that don't provide contact information or information that can assist us in investigating the issue.

### **Remedies**

When a complaint is considered justified, an appropriate remedy should be determined taking into consideration the available options including any remedies that are provided in legislation; the outcome sought by the complainant and/or the degree of detriment to the complainant. Informal resolution and compromise are attempted wherever possible.

Possible remedies, alone or in combination, may include:

- acknowledgement of an error made
- apology
- change or review of decision
- change or review of policy, procedures or practice
- correction of misleading or incorrect records
- explanation of how and why the problem occurred and what steps that Red Rock Australasia is taking or has taken to avoid it recurring
- development of educational material such as fact sheets, flyers, presentations or workshops

### **Recording and reporting complaint data**

Red Rock Australasia will keep accurate records documenting the complaint investigation in a Complaints Register. These records will include evidence and dates of the process used to consider the complaint, records of meetings, telephone conversations, findings from the investigation and recommendations and approvals.

The complaint records will be available for internal and external review, subject to information privacy, right to information considerations and legislative obligation.

### **Business improvement**

Continuous business improvement requires analysis of complaints and trends so that business practices and behaviours can be evaluated and, through feedback to business areas, improved where necessary.

The Community Liaison or employee involved with the complaint will ensure that staff are informed of the circumstances of the complaint and its resolution to ensure processes are improved and rectified as necessary.

### **Review of framework**

This framework will be reviewed and updated, if required, every three months in the first year, and every year from the date of approval, unless circumstances indicate it should be reviewed earlier.

## Complaint Procedure Flow Chart

