

## Commitment

The HHSA is committed to:

- Recognising a customer's right to make complaints, comments or suggestions about the level and quality of services and products provided.
- Encouraging the submission of any complaints customers may have with any of the services and products provided.
- Providing an efficient, fair and accessible mechanism for resolving complaints.
- Ensuring all complaints are heard and equitably resolved as soon as possible.
- Monitoring complaints in an endeavour to improve the quality of services and products.
- Providing customers with information about the complaint handling process.
- Promoting a positive attitude toward customers and the commitment to resolving complaints.

## Resources

The HHSA has appointed the stakeholder and community manager as the complaints coordinator. This person is empowered to deal with complaints at the first point of contact and possesses:

- A position in the HHSA that ensures decisions and recommendations are not distorted or delayed by passing through many levels.
- Unhindered access to all relevant information.
- Recognised competence within the agency to act with tact, discernment and resolve.
- A strong, continuous improvement focus.
- Broad knowledge of the organisation and its people.

## Essential elements of effective complaints handling

Visibility  
Accessibility  
Responsiveness  
Objectivity  
No charges  
Confidentiality  
Customer focused approach  
Accountability  
Continual improvement  
Commitment  
Policy  
Review

## Lodging complaints

### In person

HHSA Site Office and Community Display Centre,  
15335 Hume Highway (cnr Knox Road) Table Top  
NSW

### By post

Hume Highway Southern Alliance, PO Box 5126  
MRMSC, Lavington NSW 2708

### Through our website feedback facility

[www.southernalliance.com.au](http://www.southernalliance.com.au)

### Or by

**Freecall** 1800 674 934

**Facsimile** 02 6009 0603

**Email** [community@southernalliance.com.au](mailto:community@southernalliance.com.au)

# Complaints Handling Policy and Principles

## Our statement of principles

*We are committed to excellence in complaints handling.*

*From time to time we may not meet your expectations and recognise your right to further review.*

*We will listen to, investigate and resolve your complaints in an objective and timely manner.*

*This is the way we would like our own complaints to be handled.*

# Hume Highway Southern Alliance Complaints Handling Policy and Principles

## Introduction

The Hume Highway Southern Alliance (HHSA) is committed to the provision of quality service to its stakeholders and the community and has adopted Standard AS ISO 10002:2006 (Customer Satisfaction – Guidelines for complaints handling) as a best practice policy.

The HHSA welcomes feedback, including complaints, from our customers. They allow us to correct any problems with our service, give us a chance to reestablish our relationship with our customers, and enable us to learn how to improve our customer service quality.

The HHSA has developed a framework for handling complaints based on the Standard which includes procedures for making a complaint.

Complaints for the purpose of this policy are defined as:

*Any expression of dissatisfaction made to the HHSA, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.*

## Purpose and aim

Consumers have the right to know what they can expect from HHSA services.

The purpose of this policy is to establish a general HHSA complaint handling process and provide general procedures for complainants and complaint recipients.

The aim of the policy is to:

- Support the provision of the highest
- possible quality service to our customers.
- Increase the level of customer satisfaction in the project delivery.
- Enhance our relationship with our customers.

## Guidelines

The HHSA incorporates the criteria set out by Standards Australia AS ISO 10002:2006 *Customer satisfaction – Guidelines for complaints handling in organisations* into its complaints handling procedures.

The HHSA complaints handling system demonstrates that:

- Management and staff are committed to its effectiveness.
- It is fair to both complainant and respondent.
- It has sufficient resources.
- Procedures for feedback, including the right to complain, are publicised.
- The complaints procedure is easily accessed.
- There are appropriate remedies.

## Form of complaint

A complaint can be made by a customer (or an advocate representing the customer) orally (in person or by telephone) or lodged as a written complaint (letter, facsimile, email, or electronically) via the HHSA online comments/feedback/complaints system available on our website [www.southernalliance.com.au](http://www.southernalliance.com.au).

Verbal complaints to field staff are documented immediately by the person receiving the complaint and reported to the stakeholder and community team to be recorded in the Complaints Register prior to processing.

## Fairness

All complaints are treated as legitimate and investigated without prejudice. The complaints process aims to be fair to all parties involved with the complaint.

Recognising there may be barriers discouraging consumer feedback and complaints, the HHSA takes the customer perspective into account by:

- Enabling consumers to choose from several feedback procedures.
- Regularly reviewing our complaints and feedback procedures and revising as necessary.

Should the complainant be dissatisfied with the finalisation of their complaint, the HHSA has appropriate review processes in place.