

# Complaints Procedure

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| <b>DAY 0</b>              | Step 1. <b>Receive complaint</b>   |
| <b>DAY 2</b>              | Step 2. <b>Register complaint details</b><br>Step 3. <b>Initial assessment</b><br><i>Does it relate to a CQP development project?<br/>Is it a complaint, enquiry or general feedback?</i>  |
| <b>DAY 3</b>              | Step 4. <b>Acknowledge receipt</b> , outline process/<br>timeframe and seek further information  |
| <b>DAY 30</b>             | Step 5. <b>Investigate complaint</b> and work towards<br>resolution with complainant<br>Step 6. <b>Provide a response</b> to the complainant<br>and offer an internal review if resolution<br>is not satisfactory<br><i>A response will be provided earlier where possible</i> |
| <b>CLOCK<br/>RESTARTS</b> | Step 7. <b>Complainant requests a review</b><br>Step 8. <b>Conduct an internal review</b><br>if requested  |
| <b>DAY 20</b>             | Step 9. <b>Provide complainant with a response</b> on<br>the outcome of the internal review including<br>pathways for external review if unsatisfied   |

Note : days = business days from receipt ( unless otherwise stated)