

South Bank Corporation Policy

Corporate Affairs

SUBJECT: Complaints handling

DATE CREATED: June 2009

REVIEW DATE: June 2010

In order to maintain and improve customer satisfaction, all complaints will be dealt with in an effective and efficient manner.

Procedure

Information about the complaints handling process is available to staff, customers, complainants and other interested parties. This information is written in clear language and includes:

- where complaints can be made
- how complaints can be made
- information to be provided by the complainant
- process for handling complaints
- time periods associated with complaints
- complainants options for remedy
- how the complainant can get feedback on the status of the complaint.

Refer to corporate website (www.southbankcorporation.com.au) for more information. Also available online, is a form that automatically generates an acknowledgement reply to complainant.

Complaint receipt

- Complaint received.
- Complaint recorded (if not already in written form) and delivered to CCA (if initial complaint was not taken by CCA).
- Complaint entered into Complaint Management Database (available on TRIM) by CCA.

Complaint acknowledgement

- If the complaint cannot be resolved immediately, CCA or PA Marketing will acknowledge complaint via phone or email as soon as possible (within one working day).
- CCA or PA Marketing to advise complainant of expected timeline for complaint resolution.

Complaint investigation

- CCA to coordinate complaint investigation.
- CCA will advise department and request action or information as soon as possible.
- CCA will inform in-house Legal Counsel and Counsel Assistant of any noise breaches relating to tenants.
- Complaint investigation will be continuously tracked through the Complaint Management Database.

Response to complaint

- If a response is required, CCA will phone, email or draft a letter

to the complainant advising of action taken and the outcome. This will be approved by Manager, Corporate Affairs.

- In some instances, it may be more appropriate for the relevant manager, eg Events Manager to discuss specific industry-type issues with the complainant directly. The Manager will advise CCA when the complaint has been responded to and the status (closed, etc.) to allow for the complaint to be included in data collection.

Closing the complaint

- The complaint will be closed by CCA in the Complaint Management Database if the complainant is satisfied.
- If the complainant is not satisfied, the complaint will remain open and CCA will continue to monitor the process of the complaint and actions taken by the relevant department.

Reporting

A quarterly report will be distributed to EMT containing key statistics and any major issues that arose during these months.

Corporate Services will conduct a review of noise complaints and implement the Noise Management Plan.

Administration

Management and filing of complaint forms and the Complaint Management Database are the responsibility of the CCA.

The CCA will continuously evaluate complaints for issues management purposes and periodically review the complaints handling process.

IT is responsible for backing up the Complaints Management Database.

**COMPLAINTS HANDLING
FLOW CHART**

CCA – Coordinator, Corporate Affairs

