



# Complaint Handling Commitments

## **Respectful treatment**

We are responsive and treat our customers with courtesy and respect.

## **Information and accessibility**

We make it easy for our customers to give us feedback so we can make improvements.

## **Good communication**

We keep our customers informed about the status of their complaint or feedback.

## **Taking Ownership**

We are trained and skilled to manage customer complaints and one person, or our team, will manage the complaint.

## **Timeliness**

We do our best to deal with customer complaints as soon as possible. Our customers know our timeframes for finalising their complaint.

## **Transparency**

We record and analyse information on our complaint handling processes to help improve our services.