

# Complaints Resolution Policy

This policy outlines Eziway's approach and governance when dealing with customer related complaints.

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This policy forms part of the Eziway Group's Risk Management framework and Customer Service Charter. Policies provide the discipline and operational rigour we require to remain 100% compliant with legislation, statute and customer expectation. All policies are reviewed six-monthly—or more frequently should changes require—with amendments tracked and versions redistributed accordingly.





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## 1. Introduction

Eziway Salary Packaging provides you with excellent customer service and it is important to us that you are satisfied with the service we provide. Eziway welcomes feedback on its services, performance, and staff as a means of monitoring and improving service delivery to customers, as well as enhancing organisational effectiveness and efficiency.

This complaints and dispute resolution policy governs how we handle complaints you may wish to raise with us in situations where our service does not meet the high standard, we set for ourselves, or that you as a customer might reasonably expect of us.

## 2. Objective

The objective of this policy is to embed an effective, fair, and efficient complaint handling process. In developing this policy, Eziway has adopted industry best practices and benchmarked its customer complaints process against the Australian Standard "ISO 10002:2004, Customer Satisfaction – Guidelines for Complaints Handling in Organizations".

## 3. Commitment

We are committed to an integrated complaints-handling process and to providing the necessary support and resources for that process to operate effectively (including the provision of appropriately trained staff and having robust complaints-reporting procedures in place).

## 4. Visibility

We will ensure that information about how to make complaints and how we will handle any complaint is well-publicised and easily available to our customers, our employees, and other interested parties, by:

- Making this policy freely available on our website.
- Providing copies of this policy on request.
- Setting out our contact details in this policy, so that readers can contact us for further information or to raise a complaint.
- Setting out the contact details for the Ombudsman in each jurisdiction in which we operate in this policy and in other Eziway documents, including our Service Level Agreements, to facilitate the referral of complaints to the Ombudsman, where required.

## 5. Accessibility

We will ensure that our complaints handling processes are easily accessible to you and all customers who wish to make a complaint, including through:

- The visibility measures are set out above.



- Providing a range of methods through which complaints can be lodged, including online, phone, email, and post; and
- Providing appropriate complaint lodgement arrangements and other support for customers with special needs, including providing interpreter services where necessary.

## 6. Responsiveness

We will respond appropriately to your complaint by:

- Using best endeavours to respond to a customer's written enquiry or complaint within 5 business days by answering the enquiry or complaint or acknowledging its receipt and indicating how we will deal with the complaint or enquiry.
- Otherwise writing to you within 10 business days to acknowledge receipt of your complaint.
- Responding to a customer's telephone enquiry per our obligations under the law;
- Recording your complaint in our client management system.
- Advising you of the period within which we expect to address your complaint.
- Assigning your complaint to the relevant person or department at Eziway Salary Packaging.
- Addressing your complaint in a timely fashion, having regard to the nature of the complaint and the complexity of the relevant circumstances.
- Tracking our progress in addressing your complaint in our client management system.
- Updating you as to our progress in addressing your complaint, and the period within which we expect to resolve the complaint; and
- Advising you of our proposed resolution of your complaint, or any other proposed outcome, as soon as practicable.

## 7. Objectivity

We will ensure that your complaint is addressed in a manner which is:

- Fair.
- Objective.
- Impartial; and
- Consistent with this policy, all applicable laws and other regulatory instruments, and our handling of any previous complaint of a similar nature.

## 8. Confidentiality

We will always comply with the Privacy Act 1988 (Cth) (Privacy Act), other privacy laws and our Privacy Policy when collecting, using, storing or disclosing your personal information or sensitive information (these types of information are defined in the Privacy Act). We will only request your personal information or sensitive information when we require it to provide our services, or concerning a complaint concerning us or our services.



Where we provide products or services to you through a third party (that is, finance, salary packaging cards or other products that we distribute on behalf of another company), we are a **provider** for the purposes of the Privacy Act. As such, we will comply with rules in the Privacy Act in relation to the handling of information relating to the contracted third party including those relating to your rights to access and correct that information and to raise related complaints.

## 9. How to raise a complaint

### Step 1: Get in contact with us

We ask that you contact us if you are unhappy with anything about us or our services and allow our Client Service Officer or Client Experience Manager to resolve your complaint. You can get in touch with us using the contact details set out below:

Website: [eziway.net.au/salary-packaging/feedback](http://eziway.net.au/salary-packaging/feedback)

Telephone: 1800 932 394

Email: [admin@eziway.net.au](mailto:admin@eziway.net.au)

Postal Address: PO Box 987, Pakenham, VIC. 3810

### Step 2: If necessary, escalate your complaint

If our Client Service Officer or Client Experience Manager has not provided you with a satisfactory resolution, you can immediately escalate your complaint to the relevant department manager. The manager will take ownership of your complaint and work with you to resolve the problem.

### Step 3: If necessary, register an official complaint

If you are still not satisfied with our attempts to resolve your complaint, you can register an official complaint. In registering your official complaint and to help us resolve it as quickly as possible, we will ask you to give us as much information as you can about the complaint, its cause, and other relevant circumstances. We will record the details of the complaint in our client management system and track its progress against the complaint resolution requirements set out in this policy. We will notify you of our proposed resolution as soon as practicable.

### Step 4: If necessary, escalate your complaint or dispute to our Chief Operating Officer

If a satisfactory resolution still cannot be achieved, the manager will refer your complaint to the Chief Operating Officer.

### Step 5: If necessary, escalate your complaint to your organisation's key stakeholder (HR, Finance or other)

If you are not satisfied with our proposed resolution to your complaint or otherwise wish to make comments or ask questions about it, you can contact your key stakeholders (HR, Finance, Payroll). The key stakeholder will contact our department manager on your behalf to discuss the complaint.



## 10. Policy Updates

This policy will be reviewed annually to assess its performance and updated to ensure it complies with the relevant laws and statutes. A copy of this policy is available for download on our website (<https://eziway.net.au/>), and we are happy to provide copies free of charge, on request.