



FEEDBACK AND COMPLAINTS

Compliance Australia Certification Service (CACS) is committed to improving our services and welcomes any comments or complaints that our stakeholders may wish to offer in relation to the services we provide. It helps us to identify anything that we do well, or need to improve.

A complaint is any objection to how we deliver our services and content of the services, how we organise and administer our work. This includes appeals on decisions made by CACS, e.g. withdrawal of certificates, response to previous complaints. (A complaint may have started as a dispute between CACS and a customer.)

CACS encourages your feedback so that we can work together to resolve your concerns and complaints in a constructive and timely manner. Should you have any comment or complaint, please take the time to inform us, so that we can deal with the matter as expediently as possible.

As part of our commitment to complaints handling we support the following:

- People have the right to provide feedback or make a complaint
- Complaints will be acknowledged
- Complaints will be accurately recorded
- Complaints will be dealt with fairly, promptly, confidentially and without prejudice
- The complainant will receive clear information on the progress of the complaint together with the final outcome of the investigation

PROCEDURE

This procedure has been established to ensure that complaints (including appeals) are processed and addressed in an orderly and timely manner. We appreciate any feedback that may help us to improve our work. All complaints are taken seriously, and we will do our utmost to perform according to what is expected from us.

A complaint shall always include as a minimum:

- Name of the person filing the complaint
- Company name (if relevant)
- Post address and/or e-mail address
- Reference to service, office, area etc.
- The reason for the complaint

INITIATION

A written complaint can be sent either as e-mail or by letter.

E-mail complaints to admin@cacs.net.au or post to PO BOX 1519 Carindale 4152

INITIAL HANDLING

- All complaints will be logged at the place of handling.
- A person responsible for the handling of the complaint will be appointed.
- An initial response will be sent to the complainant within 10 working days.

ACTIONS TAKEN

The person responsible for handling the complaint shall organise an analysis and decide if an immediate or corrective action is needed. For recurring cases from the same complainant and for appeals impartial personnel will be used when applicable.

INDEPENDENCE AND REVIEW PROCESS

In accordance with the Terms of Reference, the Board shall on notification that a dispute exists, advise the Appeals Group to arbitrate on the issue and advise the Board of their findings.

Members of the Group are invited from a cross-section of the community and act in an honorary capacity. Invitations are extended to prominent citizens with known interests in certification and such that no one industry sector predominates. Each nominee for membership shall be approved by the Board of Directors and shall serve for an initial period of three years, which may be extended by agreement. Membership of the Group shall be evidenced by a record in Compliance Australia Certification Services systems Manual.



Feedback Complaints Procedure

In accordance with Compliance Australia Certification Services Procedures, Appeals shall be held within 21 working days of receipt of notification of an appeal. Notification of the date of hearing shall be given to the appellant 10 working days after notification of an appeal. The recommendation of the majority of the Appeals Group as declared by its Chairperson shall be delivered to the Board of Compliance Australia Certification Services. Compliance Australia Certification Services "Regulations for System Certification" detail the grounds for an appeal.

Where the Board or Management of Compliance Australia Certification Services are in conflict with the Appeals Group, Group Members have the right to advise the Accreditation Body of the issue. The Appeals Group Chairman shall be provided with Controlled copy of the management system Manual and Procedures and shall have the right to interview Certification Personnel without limitations.

WRITTEN RESELTION

A written response to the complainant shall be prepared and forwarded. The complainant shall be informed about possibility to escalate a complaint in case the response is not satisfactory.

Your comment or complaint will be investigated and you will be informed of what action has taken place to ensure that everything has been resolved in the best way possible for all concerned. You will receive feedback on a regular basis until a complaint is resolved.

IF YOU ARE NOT HAPPY WITH THE FINAL DECISSION MADE BY CACS

Every complainant has a right "if not satisfied with the final decision made by CACS" to make a formal complaint to JAS-ANZ www.jas-anz.com.au

It important that to note that before JAS-ANZ will accept a complaint against CACS, the complaint must first have been raised with CACS, and CACS be given a reasonable length of time within which to resolve the issue..

You must be able to support your complaints with evidence and show that all attempts have been made to resolve the issue at the lowest level before contacting JAS-ANZ.

CONFIDENTIALITY

Complaints addressing the performance of one of our customers will be forwarded to the customer for their considerations and response. All other complaints will be kept confidential unless otherwise agreed with the complainant.

DOCUMENTS

Complaints Register.

TRACKING AND ANALISIS

Tracking progress and analyzing trends associated with complaints is conducted by the Certification Manager. The Certification Manager will provide an exception report to the MD at the end of each month. A more formal report is required for management review meetings and meetings of the Compliance Australia Certification Services Board. The report will provide an update on all open complaints and a graphical presentation of trends and where appropriate recommendations as to what action might be taken to address adverse trends.

REVIEW

Complaints shall be included as an agenda item for all Compliance Australia Certification Services Board meetings. Complaints shall also be discussed and reviewed in accordance with Compliance Australia Certification Services internal procedures.