
DIT AgTech Customer Complaints Management Policy & Procedure

Effective date: 11.05.2023

1. Purpose

This policy and procedure is designed to ensure that customer complaints about DIT AgTech (DIT) products and services are managed through an effective and consistent process that meets the requirements of the current Australian standard for handling customer complaints (AS/NZS 10002:2014).

2. Policy statement

DIT is committed to delivering high quality services and welcomes customer feedback on its products, services, performance and staff as a means of monitoring and improving service delivery to customers, as well as enhancing organisational effectiveness and efficiency. DIT is also committed to ensuring that all customer complaints are managed in a responsive, efficient, effective and fair manner. Complainants will be treated with respect and will receive a professional level of service throughout the complaint management process. Together, the policy, procedure, personnel and technology used by DIT to receive, record, respond to and report on customer complaints comprise the Customer Complaints Management System (CCMS).

3. Scope

A complaint is the verbal or written expression of dissatisfaction about the policies, products, projects or services provided by us and/or our staff.

This includes:

- past, current or proposed policies, products, projects or services
- past or current staff, including the customer service provided by staff
- actions or decisions made, including proposing an action, making a recommendation and failing to take an action or make a decision.

This policy covers external complaints made to us by members of the public, stakeholders or staff members acting as members of the community. Certain specific complaints are excluded from this policy as they're managed under particular legislative or contractual requirements, are out of scope or have been granted an exemption.

4. Applicability

This policy applies to all staff including temporary and permanent employees, consultants, contractors, students or any other person who provides us with services on a paid or voluntary basis.

5. Objectives

This policy aims to ensure our complaints management system:

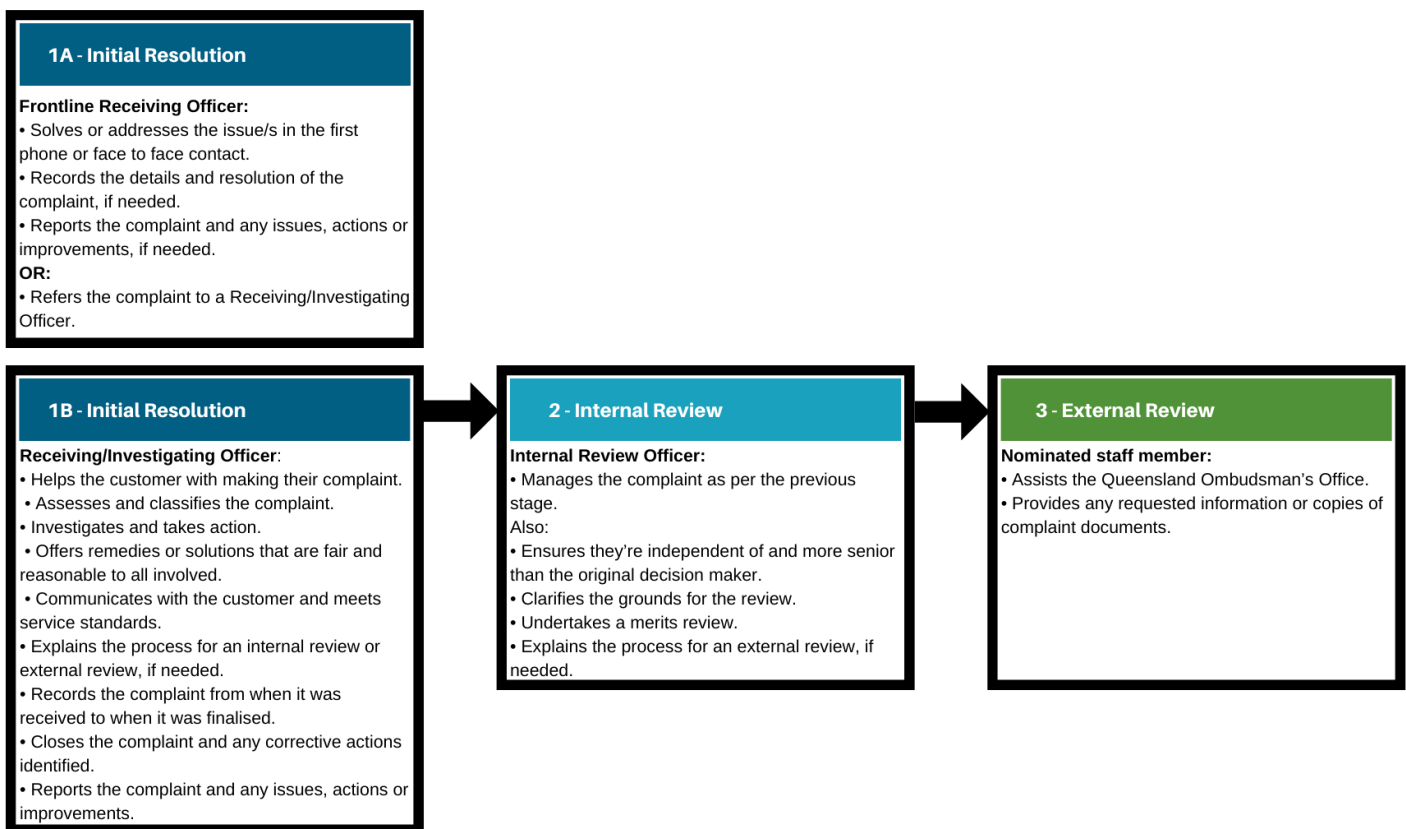
- is customer friendly and responsive to address customer concerns effectively
- respects, protects and promotes human rights
- is delivered meaningfully to build our knowledge and continuously improve our business

6. Rationale and benefits

We take complaints seriously as they provide us with an opportunity to understand the needs of our customers, increase customer satisfaction and improve service delivery and performance. We're committed to providing and maintaining a best practice complaints management system. Our complaints management system is compatible with the Human Rights Act 2019 and meets the guiding principles of the Australian Standard¹.

7. Complaints management model

The below diagram outlines the key requirements in each complaints management stage.



8. Complaints management principals

To achieve our objectives, our complaints management system is based on the following principles.

Principals	This means we
People focus	<ul style="list-style-type: none"> • Treat customers and staff with respect. • Recognise that everyone has a right to complain. • Recognise that customers have the right to be supported by a friend, advocate, interpreter or community elder.

¹ AS/NZS 10002:2014 Guidelines for complaints management in organizations

	<ul style="list-style-type: none"> • Accept complaints made anonymously and on behalf of someone. • Involve the customer in the process if possible and appropriate. • Protect privacy and confidentiality. • Respect and protect human rights. • Ensure customers do not suffer reprisal.
Visibility and access	<ul style="list-style-type: none"> • Accept complaints verbally and in writing via a range of formats. • Assist customers to make a complaint, in particular children, people with a disability or impairment or from a culturally and linguistically diverse background. • Ensure there's no charge to make a complaint. • Publish information about how and where to complain on our website. • Ensure complaints information is available upon request from staff. • Provide information to staff and raise awareness via a range of communication channels.
Objectivity and fairness	<ul style="list-style-type: none"> • Systematically and consistently assess and classify complaints. • Disclose any conflict of interest. • Identify if any human rights may be relevant to a complaint. • Give proper consideration to any relevant human rights before we make a decision. • Gather sufficient and relevant evidence to make a decision. • Apply natural justice during the investigation. • Offer remedies that are fair and reasonable to all parties. • Offer similar remedies to all customers in a similar situation. • Advise customers about their internal and external review options, if needed. • Nominate an independent and more senior officer to conduct an internal review, if needed. • May decline or refuse to investigate a complaint that is abusive, trivial or unreasonable.
Responsiveness	<ul style="list-style-type: none"> • Where possible, resolve complaints early and informally at the point of service. • Take reasonable steps to understand the complaint and assess how best to manage it. • Provide an acknowledgement, progress update or response in a timely manner. • Provide a clear explanation of any decisions or actions taken. • Monitor and record a complaint until it's finalised.
Feedback and reporting	<ul style="list-style-type: none"> • Use complaints information for business and staff development.

	<ul style="list-style-type: none"> • Undertake quarterly and annual reporting to identify trends and issues. • Publish complaints information on our website annually. • Seek regular feedback about our complaints management process.
Accountability	<ul style="list-style-type: none"> • Ensure responsibilities are clearly outlined to staff. • Ensure adequate resources and training are available to staff. • Review our complaints management policy at least biennially.

9. Service standards

We aim to address complaints as quickly as reasonably possible. Where needed, we provide an acknowledgement within five working days and a response within 15 working days. If an issue is complex or involves a human rights complaint, a more detailed investigation may be needed. This may take up to 45 working days and we will keep you informed of progress, if needed.

10. Roles and responsibilities

Mark Peart is our nominated Complaints Management Officer. This role is supported by Ally Gravalin. Staff may also have complaints handling responsibilities as defined in the Complaints Management Procedures.

If the complaint is in regard to any carbon related services offered by the company, a complainant can escalate a complaint to the Australian Code Industry Code of Conduct Administrator for further investigation by filling in the form via this link

<https://carbonmarketinstitute.org/code/client-complaint-form/>

11. Review and consultation

This policy is reviewed at least biennially to ensure it continues to meet business needs and best practice guidelines. We consider feedback from customers, stakeholders and staff.