

Complaints Management Policy

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1 Purpose/Scope

Capricorn Society Limited seeks to maintain and enhance our reputation of providing you with high quality service. We value complaints as they can assist us to improve our processes and Member Service.

We are committed to being responsive to the needs and concerns of our members and to resolving your complaint as quickly as possible. We will be consistent, fair, and impartial when handling your complaint.

2 Policy Statement

The objective of this policy is to ensure:

- You are aware of our complaint lodgment and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information and evidence,
- We take reasonable steps to actively protect your personal information,
- Your complaint is considered on its merits taking into account individual circumstances and needs.

3 Policy Details

3.1 Definition of a complaint

Complaint is an expression of dissatisfaction about Capricorn products, services, staff, or the complaint management process, where a response or resolution is explicitly or implicitly or legally required.

This complaint policy does not apply to a complaint against a Capricorn Preferred Supplier. You should attempt to resolve the dispute with the Preferred Supplier according to the terms of the supply of goods (usually listed on the supplier's invoice or paperwork). All warranties or other obligations that may have been agreed between the Preferred Supplier and the Member or that may apply by law have effect.

In some situations, Capricorn does try to assist Members and Preferred Suppliers to resolve disputes because it has an active relationship with both. Should you require assistance please contact your local Area Manager or Capricorn Customer Service. However, Capricorn will not become a party to those disputes or let them affect the obligations that Preferred Suppliers and Members owe Capricorn or vice versa.

3.2 Making a complaint

If you are dissatisfied with service provided by Capricorn, you can lodge a complaint in one of the following ways:

- By telephoning us,
- By writing to us,
- By emailing us or
- By speaking with us in person.

3.3 Help when making a complaint

We will provide you with any assistance you may need to make your complaint. However, if you consider you need further assistance please inform us of this at the time you are lodging your complaint.

3.4 Our six-point complaint process

We are committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances, in which case further investigation will be undertaken.

We acknowledge – within 2 business days we will always acknowledge receipt of your complaint.

We review – we undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation.

We investigate – we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information that could assist us in investigating your complaint.

During the investigation period where appropriate we will keep you informed of the progress at least every 5 business days until the complaint has been resolved.

We will endeavour to resolve your complaint within 21 business days, if a resolution is not provided in this timeframe, will provide an explanation to the delay and specify a date or a new timeframe for when we will be in a position to finalise the complaint.

All updates and complaint outcome will be communicated to you via your specified email held in our system, unless you have requested to be contacted via other methods.

We respond – Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

We take action – where appropriate we amend our business practices or policies.

We record - we will record your complaint for continuous improvement process and your personal information will be recorded in accordance with relevant privacy legislation.

You have the right at any time to make enquiries about the current status of your complaint by contacting us.

3.5 When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all people).