

WDS-QMP-112	<b>Complaints Handling Policy</b>			Rev 1	Pg 1 of 1
Issued by:	JAD	Date:	01/Oct/2021	Approved:	JAD

**Complaints Handling Policy**

1. Summary

This policy sets out the minimum requirements and standards to ensure the reasonable and prompt handling of *complaints*.

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Who this policy applies to: All WDS employees and any individuals working on behalf of WDS

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2. Minimum Requirements

Role	Principal Responsibilities
All employees	<ul style="list-style-type: none"> <li>Ensuring that there are no barriers for customers to lodge a <i>complaint</i>;</li> <li>Allowing <i>complaints</i> to be made by any reasonable means;</li> <li>Making the <i>Complaints Handling Procedure</i> available to anyone wishing to make a complaint.</li> </ul>
Business Management	<ul style="list-style-type: none"> <li>Maintaining and operating detailed and robust procedures and appropriate management controls for the effective handling of customer <i>complaints</i>, including the identification of root cause, taking reasonable steps to identify and remediate any recurring or systemic problems.</li> <li>Ensuring that all <i>complaints</i> received are investigated fully, competently, diligently and impartially, obtaining additional information where necessary;</li> <li>Maintaining appropriate <i>complaints</i> records;</li> <li>Reviewing relevant management information regarding <i>complaints</i>.</li> </ul>

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Key Reference Material      WDS-QMS-012: Complaints Handling Procedure

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The policy review date is 01/Oct/2024

**John Durban**

**Director**

**Signed:**



**Date:** 01/Oct/2021