



## PROCEDURES FOR HANDLING COMPLAINTS

Enterprise Connect is committed to providing quality service to its clients. Part of this commitment is the establishment and implementation of these procedures for the effective handling of complaints. This document adheres to the guiding principles set out in the *Australian Standard Customer Satisfaction – Guidelines for complaints handling in organizations (ISO 10002:2004, MOD)*.

Feedback from clients and staff on these procedures is welcomed and can be emailed to [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au).

### How can a complaint be made?

Complaints can be made:

- by email to [enterpriseconnect@innovation.gov.au](mailto:enterpriseconnect@innovation.gov.au)
- through the Enterprise Connect hotline (131 791)
- in writing to The General Manager, Enterprise Connect, GPO Box 9839, CANBERRA CITY ACT 2601 or
- at an Enterprise Connect Manufacturing Centre or Innovation Centre (centre locations are available at [www.enterpriseconnect.gov.au](http://www.enterpriseconnect.gov.au)).

When making a complaint, complainants should include the following information:

- complainant details including the name of a contact person, organisation, address, phone number and email address
- details of the problem encountered including the date the problem occurred
- the remedy requested and
- any relevant documentation.

### How will complaints be handled?

Activity	Timeframe
<b>Acknowledgement</b> – The complainant will be contacted within three working days to acknowledge receipt of the complaint. They will also be provided with details of a contact person within Enterprise Connect. The complainant can contact the contact person to obtain information on the status of their complaint or to provide feedback on the process.	Within three working days
<b>Initial assessment</b> – An initial assessment will be undertaken to determine the severity and complexity of the complaint and the need and possibility of immediate action. For less complex complaints it may be possible to provide a response to the complainant without further investigation.	Within six working days of initial complaint
<b>Investigation</b> – An investigation will be undertaken by the Enterprise Connect complaints handling representative. This will cover all relevant circumstances and information surrounding the complaint. Note: If the complaint is more complex and requiring a more thorough investigation, the complainant will be notified of an extension of this period.	Within 11 working days of initial complaint
<b>Response</b> – A response proposing a decision or action will be provided to the complainant in writing.	Within 20 working days of initial complaint
<b>Close complaint</b> – The complaint will be closed when the complainant is satisfied or when all reasonable internal and external options are exhausted.	-