

Complaints Management Policy

Convo Australia is committed to providing a quality service and working in an open and accountable manner. All complaints will be listened to, responded to and rectified.

Convo Australia aim to ensure that:

- Making a complaint is as easy as possible.
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response.
- We deal promptly, politely and, when appropriate, confidentially.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- All relevant staff are trained to manage complaints confidentially and appropriately through our systems and processes.

1. The Complaint

- A complaint can be made by letter, email, online, by video or in person, and can be made anonymously.
- Complaints should be sent to:
Chief Executive Officer
Convo Communications Australia Pty Ltd
C/- BDO Services Pty Ltd
Collins Square, Tower Four
Level 18, 727 Collins Street
Melbourne, Victoria 3008

Complaints by email should be sent to feedback@convoaustralia.com or submitted online via www.convoaustralia.com/complaint.

- When received, all complaints will be logged and passed to the senior member of staff in the relevant service area.
- All complaints will be acknowledged by letter, email or video, as appropriate, within 48 hours unless the complainant chose not to share their contact details when making an anonymous complaint.
- All complaints will initially be investigated at a local level, and the progress of the investigation will be shared with the complainant where possible (unless the complaint was made anonymously).
- At any time should the investigation uncover information that suggests a complaint of a serious nature, the decision may be taken to pass the complaint directly to an external body for investigation. If this decision is taken, all involved parties will be informed in writing.

- All complaints will be kept for 7 years, or 25 years if the complainant is under 18 years of age.

2. Initial Investigation

- The senior member of staff will investigate the complaint to the best of their ability. This will always involve contacting all relevant parties and where necessary may include input from other staff members, professionals or independent professional bodies.
- The senior member of staff will provide a full response to the complaint (if not made anonymously) within 28 working days, in an appropriate format.

3. Further Investigation

- If for any reason the complainant is not satisfied with the initial investigation, they should then contact the Chief Executive Officer again. This can be in the form of a letter, email or video and should explain in detail any areas of the initial investigation that do not satisfy the complainant, and why.
- Any such complaints will be acknowledged by letter, email or video, as appropriate, within five working days.
- The Chief Executive Officer will conduct a further investigation of the complaint.
- The initial investigation will be reviewed, and all concerned parties may be contacted to confirm - or to provide further - information. In addition, the following may be contacted as appropriate:
 - staff members not directly involved with the service professionals
 - independent professional bodies
 - The Directors of Convo Australia and/or Convo Global
- A full response will be made either by the Chief Executive Officer or Senior staff member within 28 working days, in an appropriate format.

3a. External Investigation

- If for any reason the complainant is not satisfied with the further investigation, they should again contact the Chief Executive Officer via letter, email or video, requesting that the complaint is passed to a relevant external body.
- Complaints that cannot be settled through the above procedure will be passed to the relevant external body. All involved parties will be informed in writing.
- Relevant external bodies will be determined by the nature of the complaint, for example:

[NDIS Quality and Safeguards Commission](#)

[NAATI](#) with regard to interpreting services

Convo Australia's HR Consultancy

Convo Australia Company Lawyer

[Fair Work Commission](#) with regard to equal opportunities and workplace issues

- Documentation regarding the initial and further investigations, as well as any previous correspondence, will be made available to the external body undertaking the investigation.