

## Complaints and Appeals Policy


Driver Risk Management is committed to conducting business to the highest legal and ethical standards. All employees are charged with the responsibility of maintaining a high standard in managing the affairs of the company.

### Driver Risk Management will to the best of its ability and resources available:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- Ensure initial complaints and appeals can be made using the following methods:
  - Verbal complaint or appeal can be made in person or by phone.
  - Written complaint or Appeal can be made via Email, Learner Feedback form, AQTF Learner Questionnaire, AQTF Employer Questionnaire or Customer Survey.
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.
- Provide for review by an appropriate party independent of Driver Risk Management and the complainant or appellant, at the request of the individual making the complaint or appeal.
- Assist with any investigation if the processes fail to resolve the complaint or appeal.
- Endeavour to resolve the complaint or appeal within 60 days. Where Driver Risk Management considers more than 60 calendar days are required to process and finalise the complaint or appeal, Driver Risk Management will:
  - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
  - Regularly update the complainant or appellant on the progress of the matter.

### Driver Risk Management will:

- Investigate the complaint and/or appeal with confidentiality and professionalism.
- Securely maintain records of all complaints and appeals and their outcomes.
- Identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- Record all complaints and/or appeals on the Continuous Improvement, Non-Conformance and Corrective Actions Register.
- Apply any corrective actions required as soon as practicable.



Kim Ledger, Managing Director