

## COMPLAINTS ABOUT EWON

**This is a policy statement by the EWON Board.  
Amendments cannot be made without Board approval.**

### Types of complaint

Complaints about EWON may fall within the following five categories:

- (1) Complaints about case management
- (2) Complaints about case closure on the basis of no further investigation
- (3) Complaints about privacy including the acquisition, retention and provision of personal information
- (4) Complaints about jurisdictional decisions
- (5) Complaints about the day-to-day operation of EWON

### Responsibility for managing complaints

The Ombudsman has ultimate responsibility for managing all complaints about EWON except as mentioned below. The Ombudsman has delegated responsibility in accordance with the EWON Charter for management of complaints about EWON on a day to day basis. However the Ombudsman must be informed personally within two days of receipt of any complaint:

- about an EWON Manager or General Manager; or
- alleging serious misconduct by an EWON staff member; or
- threatening legal action against EWON.

Complaints that allege misconduct by the Ombudsman personally or are about her or his capacity to perform the role of Ombudsman independently or satisfactorily must be referred within two business days for consideration by the Chair of the Board. The Chair will acknowledge the complaint in writing and decide what further action is appropriate. In doing so, the Chair may consult other members of the Board.

### Principles for managing complaints

Complaints about EWON are to be managed in accordance with the Commonwealth Government Benchmarks for Industry-Based Customer Dispute Resolution offices and the AS/NZS10002:2014 Guidelines for Complaint Management in Organisations.

All complaints are to be treated seriously by EWON and investigated fairly and independently of persons to whom the complaint relates. They must be managed in an effective and timely manner and a systematic response must be implemented where appropriate.

All complaints must be acknowledged within two business days of receipt and the outcome of EWON's investigation and consideration must be communicated to the complainant within 20 business days (unless it is not reasonably possible to do so, in which case a progress report must be provided). A Register of all complaints must be maintained.

### Reports to the Board

The Ombudsman's Report to each Board meeting will indicate the number of active complaints being investigated by the General Manager Investigations or the Ombudsman about EWON and a summary of the outcomes of any such complaints that have been finalised since the previous report. It will also advise the Board of any changes that have been made to the Ombudsman's "Complaints about EWON" Process Document.

### Further information

A copy of this Board Policy and the "Complaints about EWON" Process Document are available on EWON's website. A hard copy will be provided on request. The EWON Board will review this policy statement as required and at least every 36 months.

Effective Date	Next Review	Owner
1 March 2018	1 March 2021	EWON Board