**10 Deserts Project Complaints Process**

A complaint can be made in person, online, in writing or by phone, within 90 days of the incident. The general manager/CEO considers an informal or formal resolution of the matter.

   

**Informal resolution**

The general manager is responsible for resolving the matter quickly and to the complainant’s satisfaction where possible and within 5 working days. A meeting may be requested, or a formal process may be needed to investigate the complaint. A traditional owner may be asked to assist in the process to ensure it is culturally appropriate.

**No review/appeal received**

Case closed, document on feedback and complaints register and collate findings for reporting



Complainant wants the decision reviewed

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 **Formal resolution**

CEO or delegate will review the decision. The compliant is notified within 20 working days acknowledging the complaint and advising of the process. A traditional owner may be asked to assist in the process to ensure it is culturally appropriate.



Complainant wants the decision appealed/reviewed



The independent risk & compliance advisor will review the appeal and advised the complainant of the outcome within 21 days. The risk &compliance advisor reports the outcome to the CEO, general manager, board & steering committee



**** Case closed

Board/steering committee & risk committee receive reports on all complaints & resolutions/outcomes