

COMPLAINTS HANDLING POLICY

POLICY: This Policy has been developed in line with *AS ISO 1002-2006 Customer satisfaction – Guidelines for complaints handling in organisations*.

Ports North is committed to providing high standard port services to existing and potential port users and is committed to establishing long-term mutually beneficial relationships with port customers, port stakeholders and the community. Ports North employees and contractors are encouraged to look for methods to improve services and this includes acknowledging that customer feedback, both positive and negative, is essential in order to provide quality services that meet customer, community and stakeholder expectations and needs.

Ports North acknowledges the right of the public to complain if they are dissatisfied with aspects of our operations or treatment by a staff member and encourage feedback from the community and customers.

Ports North will acknowledge all complaints on receipt and aim to provide a detailed response within 14 working days.

PURPOSE: The aim of this policy is to provide guidelines for staff to undertake a consistent approach to managing complaints and to ensure that staff act fairly, consistently, honestly and appropriately when responding to complaints and are aware of their responsibilities in relation to the management of complaints.

The complaints handling process includes a complaints procedure designed to ensure that all complaints are addressed promptly, confidentially and with respect.

OBJECTIVES: To demonstrate honesty, integrity and accountability to our customers and community by providing an effective complaints management process.

Ports North management is committed to ensuring that complaints are properly dealt with, recorded, analysed and monitored.

APPLICABILITY: This Policy applies to all Directors, employees and contractors of Ports North

DEFINITIONS: **Complaint** – an expression of dissatisfaction made to the organisation, related to its products or service where a response or resolution is expected.

Complaints Handling Process – the way complaints are dealt with by Ports North, encompassing the policy, procedures, practices and technology.

PROCEDURES: Ports North has a detailed procedure that will be followed in the complaints handling process. This procedure is available under Policies on Iport and is available on our website www.portsnorth.com.au.

POLICY REVIEW: The policy will be reviewed every three years by the custodian and any recommended changes approved by the approving authority.

APPROVED BY:	Board of Directors	DATE:	30 October 2015
APPROVING AUTHORITY	Chief Executive Officer		
DELEGATION INSTRUMENT	Board Resolution – 30 October 2015		
CUSTODIAN:	General Manager Corporate Services		
COMMENTS:			