

ACNA – Complaints Management – Procedure

Feedback is valuable to ACNA. It not only assists us to improve our service to you, it also provokes change and fuels growth!

Our job is to listen first and then ask questions to get to the heart of the issue, to understand and to work together to find a solution.

Lodging Your Complaint

- We are ready to receive your feedback by phone, in writing or online.
 - Phone us on **1300 972 920** to speak to one of our team members who will listen and take the details of your feedback.
 - Visit our website <https://www.acna.org.au/contact-us/> and complete the simple contact form, or
 - Email us at: enquiries@acna.org.au
- Make sure you let us know the best way to get in touch so we can provide you with updates to your feedback!
- Please let us know if you need support providing feedback; we are happy to put you in contact with advocacy agencies that assist with this process.
- ACNA accepts anonymous complaints, but we prefer that you let us know who you are. This allows us to do a thorough investigation and include in you the process.

Progress

- After lodging your complaint an ACNA Leader will reach out within two business days to acknowledge your feedback and ask questions.
- Our Leaders will investigate and get in touch within three business days. If your feedback requires a more complex investigation, we will remain in contact with you throughout the process.
- During the investigation and resolution process, we will provide you with a contact person to speak with to keep you updated as your complaint progresses.

Resolution

- After our Leaders review the information provided, we will discuss with you the outcome within 10 business days (unless we require more information).
- If you are not satisfied with the resolution, you may request your complaint be escalated to the Responsible Manager. The Manager will respond to you within 3 business days.
- If the responsible Manager is unable to resolve your complaint in a way that you are satisfied, they will further escalate your response to the Executive team for further consideration and review.