



YDR Chartered Loss Adjusters
63 Greenhill Road, Wayville SA 5034
Telephone +61 (8) 8201 8444
Facsimile +61 (8) 8201 8499
Email ydr@ydr.net.au

Complaints Policy & Procedure

YDR Chartered Loss Adjusters (YDR) is committed to ensuring that any person or organisation using services provided by YDR or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the YDR head office phone number.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

OUR COMMITMENT

If you make a complaint to YDR you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to YDR about the delivery of YDR services. YDR does as part of its delivery of services use providers who provide front line services. We will investigate complaints about these organisations. If you have a complaint regarding one of our members, we also recommend that you discuss the complaint with the organisation directly.

SOUTH AUSTRALIA
ADELAIDE
Whyalla
Mt Gambier

NEW SOUTH WALES
SYDNEY

QUEENSLAND
BRISBANE

VICTORIA
MELBOURNE
Warrambool

WESTERN AUSTRALIA
PERTH

PROCEDURES

MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

the staff member they were dealing with at the time, unless you are making a complaint about this person

the State Manager or relevant national manager

the National Operations Manager, or

If the complaint is about:

a product or service delivered by YDR; the complaint will normally be dealt with by the relevant manager

a staff member, the complaint will normally be dealt with by the National Operations Manager

the National Operations Manager, the complaint will normally be dealt with by a Director or Partner of YDR

Internal complaints, where a staff member makes a complaint concerning another staff member will be dealt with by the National Operations Manager or a YDR Partner.

Written complaints may be sent to the relevant YDR office. The relevant State Manager or

National Operations Manager will be responsible for receiving this correspondence and directing it to the appropriate person.

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

1. Registering the complaint:

registering the complaint in the YDR complaints register

informing the complainant that their complaint has been received and providing them with information about the process and time frame

2. Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received
- informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman in your state. The Ombudsman's office will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by YDR. The register will be maintained by the National Operations Manager and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by YDR in connection with any complaints will be kept for 7 years. The complaints register and files will be confidential, and access is restricted to the National Operations Manager and YDR Partners and Directors.