

COMPLAINTS HANDLING PROCESS

DECEMBER, 2018

Complaints Handling Process

Container Exchange's Complaints Handling Process (see policy) is based on the following principles:

- Container Exchange is open to feedback and is committed to resolving complaints
- The Complaints Handling Process will be visible and accessible to all stakeholders
- The receipt of a written complaint will be acknowledged in writing within two business days where sufficient contact details have been provided
- Each complaint will be address in an objective and unbiased manner
- Your personal information will only be used for the purpose of addressing your complaint. For all other purposes, your information will be actively protected from disclosure, unless you express consent to its use
- Our complaints process will be reviewed regularly to ensure that we are monitoring our performance and continually identifying areas for improvement.

How to lodge a complaint

Container Exchange is committed to managing all complaints in an accountable, transparent and timely way.

Complaints can be lodged by any member of the public or any other stakeholder.

If you would like to comment about Container Exchange's operations and activities, you can:

Contact details

 www.containerexchange.com.au

 13 42 42

 enquiries@containersforchange.com.au

Container Exchange's Complaints Handling Process

1.

Container Exchange receives your lodged complaint.

2.

If you have lodged a written complaint, you will receive written confirmation that your complaint has been received within two business days.

3.

You may be contacted to seek clarification or for further information.

4.

Container Exchange will contact you once your complaint has been addressed, resolved or an outcome has been reached.

5.

If you are dissatisfied with the outcome we will advise the independent review bodies that are available.