

Complaints Procedure

Our Commitment

We are committed to handling complaints in a fair and open manner. Every effort will be made by Hunterlink to resolve the complaints it receives to the satisfaction of everyone involved.

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

- Treat you with respect
- Tell you what to expect whilst your complaint is being investigated
- Carry out the complaint handling process in a fair and open manner
- Provide reasons for decisions that are made
- Protect your privacy

How Do I Make a Complaint?

Complaints can be submitted:

By phone: (02) 4929 6625

By email: enquiry@hunterlinkeap.org.au

In writing: Level 1, Suite 1, 406-408 King Street, Newcastle West NSW 2302

What Information is Required When Making a Complaint?

Depending on the type of complaint you would like to make, we encourage as much information as possible. This may include:

- Name of employee you wish to make a complaint about
- The incident to which you are referring
- Date of incident
- Details of complaint

What if I require Assistance When Making a Complaint?

Hunterlink can assist you in the complaint making process e.g. if you require an interpreter Hunterlink will arrange this for you.

Response to a Complaint

Any complaints against Hunterlink or its employees should be made in writing to the Chief Executive Officer or the Board of Directors.

The respondent will be required to respond in writing to the complaint within a period of thirty (30) days from the date of receipt of the letter outlining the complaint.

An investigation will then be undertaken and more information may be required to assist in the decision-making process. Should any party fail to respond with necessary information within 14 days of the request, then a decision may be progressed in their absence.

The investigation may be conducted in person or by telephone conference. Both complainant and respondent are entitled to be present for the duration of the hearing, and may present oral or written evidence. The complainant and / or respondent may be represented at the investigation by any legal representative or Union representative. The outcome will be provided in writing no less than thirty (30) days following the conclusion of the hearing.