

WDS-QMP-112	Complaints Handling Policy			Rev 2	Pg 1 of 1
Issued by:	JAD	Date:	01/Oct/2024	Approved:	JAD

Complaints Handling Policy

1. Summary

This policy sets out the minimum requirements and standards to ensure the reasonable and prompt handling of complaints.

Who this policy applies to: All WDS employees and any individuals working on behalf of WDS

2. Minimum Requirements

Role	Principal Responsibilities
All employees	<ul style="list-style-type: none"> Ensuring that there are no barriers for customers to lodge a <i>complaint</i>; Allowing <i>complaints</i> to be made by any reasonable means; Making the <i>Complaints Handling Procedure</i> available to anyone wishing to make a complaint.
Business Management	<ul style="list-style-type: none"> Maintaining and operating detailed and robust procedures and appropriate management controls for the effective handling of customer <i>complaints</i>, including the identification of root cause, taking reasonable steps to identify and remediate any recurring or systemic problems. Ensuring that all <i>complaints</i> received are investigated fully, competently, diligently and impartially, obtaining additional information where necessary; Maintaining appropriate <i>complaints</i> records; Reviewing relevant management information regarding <i>complaints</i>.

Key Reference Material WDS-QMS-012: Complaints Handling Procedure

The policy review date is 01/Oct/2027

John Durban **Director**

Signed:  **Date: 01/Oct/2024**