

# Communications Alliance

## Complaints handling policy for Standards development processes



Communications Alliance has in place a complaints handling policy for the development processes of AS/ACIF and AS/CA Standards.

### Handling your complaint

All complaints will be acknowledged within one business day of receipt. In order to manage complaints consistently and provide an efficient, fair and structured mechanism for handling complaints, Communications Alliance will treat your complaint confidentially, keep you informed as to the progress and report on the outcomes.

### Escalations

Should you not be satisfied with the handling of your feedback please outline your concerns and comments and request your point of contact to escalate the issue to the next level within Communications Alliance.

Unresolved complaints may be referred to the Accreditation Board for Standards Development Organisations (ABSDO).

### Record keeping

Communications Alliance will keep records of all complaints, including how they were handled and resolved.

### How to contact us

- By phone: (02) 9959 9111
- By fax: (02) 9954 6136
- By email: [info@commsalliance.com.au](mailto:info@commsalliance.com.au)
- By letter: Communications Alliance, PO Box 444, Milsons Point NSW 1565