



The InteRisk Group Complaints Policy

The InteRisk Group encourages clients and/or any other stakeholders to notify The InteRisk group management of any situation where they believe services or processes provided have not met their requirements or expectations. The InteRisk Group has established processes in place to manage complaints received.

Upon receipt of such notifications, either verbal or in writing, and whether explicitly labelled as a 'complaint' by the person/organisation notifying, The InteRisk Group will consider and treat the notification as a complaint.

Once a complaint has been received, The InteRisk Group management will acknowledge the receipt and it will be recorded. An investigation will then occur with regular updates provided to the complainant. The investigation should aim to consider:

- What happened and how did it happen.
- The perspectives of any individuals or teams involved.
- The root cause of the issue.
- Possible options for the remedy of adverse effects.
- The possible need for corrective action.

This investigation will be conducted in such a way that it avoids bias. As such, any individuals or teams identified as part of the complaint, or considered likely to be so, will not be involved in the investigation or subsequent decision making. In addition, evidence relating to the complaint will aim to be collected from all relevant sources.

All evidence, outcomes and corrective actions stemming from a complaint and subsequent investigation will be recorded to avoid recurrence. Where possible and relevant, The InteRisk Group will provide the complainant with progress and outcomes of the investigation, including any corrective actions taken.

As far as reasonably possible, The InteRisk Group will keep information related to the complaint, including the identity of the complainant confidential. However, the conduct of an investigation may unavoidably indicate that a complaint was raised.

It is recognised that complaints may be received by The InteRisk group in regard to clients for which The InteRisk Group has issued certification. This may be in relation to breaching conditions of certification or general conduct of the organisation. The InteRisk group will request that all complaints for this manner be submitted in writing and will be directed to The InteRisk Group management as soon as possible after receipt. Complaints received in regards to a certified client may result in certification being suspended or withdrawn immediately, or following an investigation depending on the severity of the complaint. Clients will be informed of this process, in accordance with The InteRisk Group confidentiality policy.

The InteRisk Group considers the handling of complaints very important. Should the complainant not be satisfied with the way the complaint was handled or considers the outcome inadequate, the complainant has the right to appeal the outcome to a relevant third party (e.g. the relevant accreditation authority).

Billy Dash
General Manager
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