

## COMPLAINTS POLICY

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Assess Orr Pty Ltd (Assess Orr) recognises that the Complaints Policy is an essential part of the overall strategy to achieve success and is integral with the Company Managers overall business development plans. Assess Orr is committed to ensuring that any person or organisation using services provided by them or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The Company will provide a complaints management process that:

- Is simple and easy to use;
- Is available to all stakeholders on request via email ([elli@assessorr.com.au](mailto:elli@assessorr.com.au));
- Ensures complaints are fairly assessed and responded to promptly;
- Is procedurally fair and follows principles of natural justice;
- Complies with legislative requirements.

### OUR COMMITMENT

If you make a complaint to Assess Orr you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made protect your privacy



**Mark Orr**  
**(Managing Director)**

**Date** 29/04/19