

## Complaint management policy – minimum standards

Organisations applying for approval as security industry associations under the [Security Providers Act 1993](#) must submit a complaint management policy for approval by the Chief Executive as part of the association's approval process. The complaint management policy must describe how an association will deal with complaints promptly and fairly and make every reasonable effort to resolve complaints about a member. The complaint management policy must also be available to the association's members and the general public.

To assist in ensuring the legislative requirements are met, the Office of Fair Trading has developed a list of minimum standards to form the basis of a security industry association's complaint management policy.

The complaint management policy must include:

- the method and information required to make a complaint about a member (consideration should also be given to people with disabilities and from non-English speaking backgrounds)
- information and strategies to respond to complaints in a timely manner and monitor timeframes and progress of resolution
- how the complaint is recorded, assessed and the proposed steps to resolve disputes
- who will be designated to investigate the complaint
- how and when parties will provide information requested by the investigator
- how parties will be notified of a decision
- the process for review or appeal of a decision
- the process to record and monitor effectiveness of the complaint management policy.

Information about the association's complaint management policy must be provided to the Office of Fair Trading as part of the annual assessment of its ongoing suitability as a security industry association.

The following documents must be submitted within six months of the association's anniversary date:

- a statement about the operation of the association's complaint management policy including:
  - the number of complaints received
  - a description of the nature of each complaint
  - the action taken by the association for each complaint
- a statement that the association has reviewed the complaint management policy having regard to best practice industry standards for the types of services provided by the association's members.

Note: Any variations to the complaint management policy must be approved by the chief executive prior to implementation.

