



Complaint handling policy

We aim to handle complaints fairly, efficiently, and effectively.

To achieve this, we are guided by five key principles that underpin our complaints handling processes.

They are:

- we enable complaints and make it easy for you to register a complaint or feedback.
- we respond to complaints quickly and keep you informed.
- we resolve complaints quickly and flexibly.
- we are objective and fair, and no customer is disadvantaged by lodging a complaint.
- we ensure confidentiality where this is practical and appropriate.

If you want to make a complaint about our services or our staff, please send us an email: complaints@erawa.com.au.