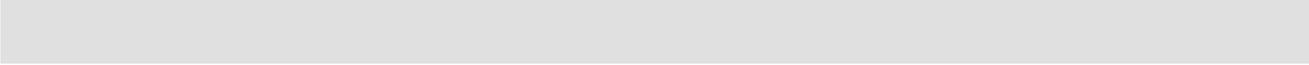




Complaint Policy

September 2020



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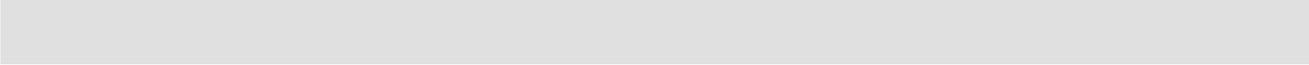
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Complaint Policy

The following describes NATA's policy for receiving, evaluating, investigating and reporting on expressions of dissatisfaction. It also describes the ways in which complainants can assist us.

NATA Senior and Executive Management are actively committed to the Association's complaint management system.

Scope

NATA is able to investigate complaints about its accredited facilities. In addition, appropriate use of the NATA emblem and references to accreditation can also be investigated together with complaints made against NATA's services.

Complaints (appeals) against accreditation decisions are described in the NATA Rules.

Should an appeal not be received in accordance with the Rules, we can investigate the complaint in accordance with its complaint management system. It is not possible for the outcome of any such investigation to result in a change in the original accreditation decision.

The complaint handling process is not designed to deal with certain matters, e.g. financial disputes, matters specific to Work Health & Safety.

Contacting NATA

Concerns can be lodged with us either in person, at any of our offices, via letter, email or using the [complaint form](#) on the NATA website.

Enquiries can be forwarded to quality@nata.com.au or by contacting any of our offices or staff. Details of how to contact any of our offices can be found on the NATA website.

We accept complaints from representatives made on behalf of complainants and from complainants who wish to remain anonymous. However, for us to be able to investigate any matter, sufficient and verifiable information will need to be provided in support of the complaint. It may therefore be necessary for us to contact you to obtain further information or evidence.

Confidentiality

We will not disclose confidential complainant information outside of NATA without your express consent unless as otherwise required by law.

Privacy

All information provided is handled in accordance with [Privacy Policy](#). Where a concern involves one or more accredited facilities information is handled in accordance with the [NATA Rules](#).

Procedure

Initially, we will formally acknowledge receipt of information. When sufficient and verifiable information is received, we will evaluate the concern and commence with any investigation deemed necessary.

If your complaint relates to one of our accredited facilities, it should also be noted that accredited facilities will have a process in place for handling complaints regarding their own services. Accredited facilities should therefore be given the opportunity to address a complaint against them before contacting us.

Should the accredited facility ignore the complaint or in your opinion not adequately address the matter it may be referred to us for further consideration.

Matters to be investigated are assessed based on their applicability to our accreditation activities and will include an assessment of their severity, complexity, implications and impact on NATA, individuals and the general public. As a result we can not provide exact time frames for its investigations. All investigations will be handled in as timely a manner as is possible.

Should an investigation be considered to be prolonged we will provide you with an update.

When our investigation is concluded you will be advised and notification provided that the complaint handling process has concluded.

The action taken by us with respect to a complaint will be dependent on the nature of the complaint and the outcome of the investigation. Typically where an investigation substantiates a concern, in full or in part, it will be necessary for remedial action to be taken. Our role will be to determine if the extent of the action taken is appropriate.

Due to the confidentiality provisions contained in the NATA Rules, we are not able to disclose specific details of complaint correspondence with accredited facilities.

NATA's complaint process principles

NATA's complaint process is established to:

- Provide clarity, visibility and transparency to complainants;
- Maintain confidentiality;
- Empower all staff to implement its complaint management system;
- Facilitate the early recognition of feedback and concerns and to handle these accordingly, in order to mitigate against dispute escalation;
- Investigate all complaints in a fair and impartial manner;
- Investigate all complaints in as timely a manner as is possible.
- To report on the outcome of investigations in accordance with the NATA Rules;
- Recognise the potential of complaints to inform and improve its own operations.

Complainant's role in assisting NATA

In order to assist us in investigating complaints as a complainant we need you to:

- Provide timely information/evidence in support of your concern;
- Be open and honest in your dealings with us;
- Conduct yourself in a reasonable manner (it may be necessary for us to institute alternative arrangements where behaviours are determined to be unreasonable and impact on our ability to investigate the concern).

Contact details

If you have any questions in relation to NATA's complaint handling policy, please contact:

Phillip Hill

Quality Manager

NATA

2-6 Railway Parade, CAMBERWELL VIC 3124

03 9274 8200

AMENDMENTS

The table below provides a summary of changes made to the document with this issue.

| Section | Amendment |
|--------------|---|
| All sections | General reformatting of content/layout. |
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