



**ENSA**

# Dispute Resolution Procedure

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[ensa.net.au](http://ensa.net.au) | 1300 00 ENSA (3672)

## The ENSA Dispute Resolution procedure is:

- **Easily accessible & transparent:**

Our Customer Support Team respond quickly and provide accessible information about how to make a complaint if the customer is unsatisfied with any part of our business.

Details relating to the complaint, or the customer account are made available to the customer upon their request.

- **Fair:**

ENSA provides a thorough assessment of concerns, reviewing all aspects of the complaint fairly and reasonably way to ensure a satisfactory outcome, in line with the objectives of ISO 10002-2006.

## Complaint Resolution Process

A complaint can be lodged by:

- Contacting our Customer Support Team on 1300 003 672;
- In writing; or
- Via email at- [info@ensa.net.au](mailto:info@ensa.net.au)

On receipt, the customer will receive acknowledgement by email the same day.

ENSA's standard calls for Customer Service to resolve the complaint within 5 business days.

The investigation process requires the collection of all information available for review to ensure that the issue raised is resolved in the correct manner. On occasion, this may require either:

- further contact with the Customer to clarify information; or
- to agree an updated resolution timeframe should more than the original 5 business days.

Once a resolution has been reached, the customer will be notified of the outcome in writing including provision of the reasons for the decision.

As part of the advice process the Customer will be advised that, should they not be satisfied with the outcome, they can request an escalation to a senior staff member for review of the investigation. In the event of a request for review the request must be in writing setting out the reasons for the dissatisfaction with the outcome of the first investigation.

On receipt, the customer will receive acknowledgement by email the same day.

ENSA's standard calls for the resolution, again within 5 business days.



The Senior staff member appointed to review the original decision will:

- review all information gathered for the original review;
- seek any further information internally or with the assistance of an external party; and
- give consideration to, whether a correct decision was reached on the first review.

Following completion of the review, the customer will be notified of the outcome in writing including provision of the reasons for the decision.

### **Review of Policy and Ongoing Improvement**

The Dispute Resolution Process is reviewed on a regular basis to ensure the process is up to date and in keeping with current requirements.

The Operations Manager is responsible for reviewing this policy.

The Operations Manager is also responsible for monitoring the number and nature of complaints together with the execution of the process. This monitoring is not only to keep track of process but to also ensure that any recurring issues or gaps in process or staff knowledge are identified.

As part of the commitment to continual improvement to customer service steps taken to make any appropriate corrections through specific training and company meetings to ensure all staff are properly informed and trained.

### **As part of our commitment to our customers, we:**

- Recognise the customer has a right to raise concerns relating to the services that they receive from ENSA;
- Attempt to resolve any issues the customer may have with our services in an effective, unbiased and professional manner;
- Take any feedback into consideration to continually improve our Disputes Resolution Procedure, as well as other aspects of our business
- Respect the privacy of our customers, and the need to keep personal information relating to their account confidential (please refer to our Privacy Policy document for further information);
- Record and review all complaints lodged to identify any area for improvement; and
- Remain accountable for effective customer service, and Disputes Resolution where necessary we are capable and willing to follow steps to address any issues.

