



Complaints Handling Service Standards

- We will conduct complaints handling in a fair, transparent and timely manner.
- We will make available information about our complaints handling procedures.
- We will only ask for and take into account relevant information when deciding on your complaint.
- You will have access to information about you that we have relied on in assessing your complaint and an opportunity to correct any mistakes or inaccuracies.
- In special circumstances¹ or where a claim is being or has been investigated, we may decline to release information but we will not do so unreasonably. In these circumstances, we will give you reasons. We will provide our reasons in writing upon request.
- Where an error or mistake in handling your complaint is identified, we will immediately initiate action to correct it.

¹ 'Special circumstances' include instances where information is subject to privacy laws, where information is protected by disclosure by law, or where the release of information may be prejudicial to us in relation to your complaint.