

# Communications Alliance

## Complaints handling policy for Standards development processes

Communications Alliance has a complaints handling policy for the development processes of AS/CA Standards.



### Handling your complaint

All complaints made through the below channels will be acknowledged within two business days of receipt. In order to manage complaints consistently and provide an efficient, fair and structured mechanism for handling complaints, Communications Alliance will treat your complaint confidentially, keep you informed as to the progress and report on the outcomes.

### Escalations

Should you not be satisfied with the handling of your feedback, please outline your concerns and comments and request your point of contact to escalate the issue to the next level within Communications Alliance.

Unresolved complaints may be referred to the Standards Development and Accreditation Committee (SDAC).

### Record keeping

Communications Alliance will keep records of all complaints, including how they were handled and resolved.

### How to contact us

- By phone: (02) 9959 9111
- By email: [info@commsalliance.com.au](mailto:info@commsalliance.com.au)