



Complaints Factsheet

Our commitment to complaints

We welcome your feedback and complaints - they help us improve Coal LSL's regulatory and administrative practices by identifying service requirements, highlighting process gaps and alerting us to opportunities for improvement. We handle every complaint fairly, consistently and respectfully, and will keep you informed at each stage of the complaint handling process.

What is a complaint

A complaint is an expression of dissatisfaction with our services, including but not limited to:

- Service failures
- Errors in information or processes
- Communication issues

A feedback item is a suggestion or comment that doesn't require formal investigation (e.g. ideas for improvement).

How to make a complaint

Feedback or complaints can be made using any of the options below:

- **Call** us on 1300 852 625/ +61 (2) 4040 0040 (internationally), Monday to Friday between 8:30am and 5:00pm AEST/AEDT
- **Complete** our [online form](#)
- **Email** us at complaints@coallsl.com.au
- **Mail** your complaint and address it to the Complaints Officer, Coal LSL, Locked Bag 2021, Newcastle NSW 2300

Where a complaint has been lodged over the phone, we will provide a written confirmation of the details to verify that we have an accurate record of your complaint.

Anonymous complaints

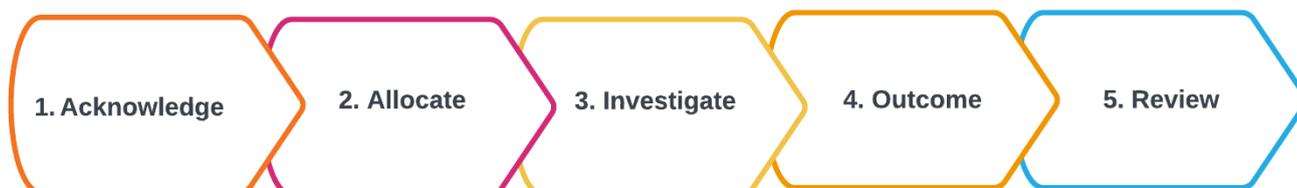
You may choose to remain anonymous when you lodge a complaint. We recognise that anonymous complaints may provide us with useful information that can lead to service improvements. Regrettably, without your contact details we will not be able to respond to your concerns.

Third party representation

If you would prefer that another party, such as a union representative, acts on your behalf regarding your complaint, please complete a **Third Party Authorisation Form** and submit this with your complaint. There are two versions available on our website: [for an individual](#) or [for a company](#). Please ensure you complete the correct form. This will enable us to provide or share your information with your appointed representative.

Overview of our complaints process

Where possible, we will aim to review complaints promptly using the process outlined below. We will take into account the unique nature, content and complexity of each complaint throughout the process.



1. Acknowledge

When we receive your complaint, we will acknowledge it **within five business (5) days**. You can contact us for queries regarding your complaint at any stage during the process.

2. Allocate

Your complaint is allocated to the relevant team for assessment. At this stage, additional information may be required to determine if the complaint is suitable for investigation, and to ensure it can be resolved effectively.

3. Investigate

We will investigate your complaint with an aim to provide a fair and reasonable resolution. We aim to resolve your complaint **within 30 business days**. If more time is needed, we will keep you updated.

4. Outcome

You will receive a clear response detailing the investigation process, the evidence considered, findings, the conclusion reached, and steps taken to prevent similar issues from happening. If you would like further information or an explanation about the complaint outcome, please contact us.

Where the complaint involves another party, we take reasonable steps to protect personal information, and our disclosure is limited to what is reasonable.

5. Review

If you are not satisfied with the handling or outcome of your complaint, you may:

- **Request an internal review from Coal LSL** - This request can be made verbally or in writing by contacting Coal LSL. The review will be performed by an independent staff member (usually the Complaints Officer) who has not been involved in the management of your complaint.
- **Request an external review from:**
 - the Commonwealth Ombudsman. Please refer to their [complaints process](#).
 - The Office of the Australian Information Commissioner (OAIC) – for privacy related complaints only. Please refer to their [complaints process](#).

We'll only reopen a closed complaint if you provide new evidence or information.

Privacy Collection Statement

We collect personal information when handling a complaint to assess, investigate, resolve, and report on the matter. This information also enables us to communicate and maintain contact with complainants and any representatives or other third parties.

We will not disclose any personal information collected as part of your complaint except with your consent, where disclosure is authorised or required by law, or under an exception in the Australian Privacy Principles.

All personal information collected is handled in accordance with the Privacy Act 1998. Our Privacy Policy outlines Coal LSL's information handling practices.

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