



Complaints Handling Guide

Coal LSL's commitment to complaints handling

The Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL) has a Complaints Handling policy and process in place to ensure that all complaints are resolved quickly, transparently and fairly. Coal LSL is committed to providing a quality service.

All complaints

How do I lodge a complaint?

We welcome the opportunity to assist you and resolve your complaint quickly and effectively in the first instance. To discuss your complaint with us, please phone on 1300 852 625 or +61 (2) 4040 0040 or complete the online complaints form available on Coal LSL's website and we will try to resolve your matter promptly.

If Coal LSL cannot resolve the matter to your satisfaction, you may lodge a **formal complaint** by either completing the online complaints form, emailing the Complaints Officer at query@coallsl.com.au or mailing your formal complaint to:

The Complaints Officer

Coal Mining Industry (Long Service Leave Funding) Corporation

Locked Bag 2021 Newcastle NSW 2300

E: complaints@coallsl.com.au

Formal complaints

What is a formal complaint?

Coal LSL will treat a complaint as a formal complaint if Coal LSL has had the opportunity to resolve your matter in the first instance, and you are still not satisfied with the outcome.

Completing and submitting the online complaints form does not automatically constitute the submission of a formal complaint.

If you lodge a formal complaint with us, what should you provide?

A formal complaint must be submitted to Coal LSL in writing detailing what your complaint is about with copies of all documents that support your complaint. The complaint should have a clearly identifiable basis and adequately set out the remedy you seek.

Examples of the type of outcome you may wish to seek include an apology, an explanation or a claim for compensation for loss and interest. You should retain a copy of your complaint and supporting documentation. In order for us to comprehensively assess the merits of your complaint, we may need to contact you to clarify or seek further information. Accordingly, please provide a current postal address and contact telephone number when submitting your complaint.

We should also be notified if you have any special requirements such as an interpreter. If you retain a third party to act on your behalf we will communicate with that third party provided we receive your signed authorisation.

If you prefer another party to act on your behalf regarding your complaint, what should you do?

If you prefer another party, such as a union representative, to act on your behalf regarding your complaint, you will need to complete a **Third Party Authorisation Form** and submit it with your complaint. This will enable Coal LSL to provide or share your information with the other party.

What happens once you lodge your formal complaint with us?

Within 5 business days of the Complaints Officer receiving your complaint, we will notify you in writing. A copy of your complaint will be forwarded to the other parties identified in your complaint and they will be given the opportunity to review your complaint, investigate the claims and formulate a reply to the complaints officer.

We will log your complaint on our internal complaints register and during the investigation of the complaint, where appropriate, provide you with progress reports. Your complaint may also be referred to our professional indemnity insurers in accordance with the terms of our professional indemnity policy.

When the investigation is complete, you will be informed in writing of the outcome of your complaint.

How is the information provided in my complaint handled?

All complaints reported to Coal LSL will be handled in a confidential manner and in accordance with Coal LSL's Privacy Policy and other applicable legislative requirements.

If I am not satisfied with Coal LSL's response, what can I do?

In the event that you remain dissatisfied with the review undertaken by Coal LSL, you may refer the matter to an external complaints management body such as the Commonwealth Ombudsman's Office by email, ombudsman@ombudsman.gov.au, or mailed to:

The Commonwealth Ombudsman
PO Box 442
Canberra ACT 2601

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