



Complaints Factsheet

Our commitment to complaints

The Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL) recognises the importance feedback and complaints provide in identifying service requirements, highlighting strengths, and alerting us to opportunities for improvement in carrying out our regulatory and administrative functions.

We are committed to handling all complaints in a consistent, fair, and accessible manner. We will keep you informed throughout the process and make all reasonable attempts to resolve your complaint in an efficient and professional manner.

Making 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

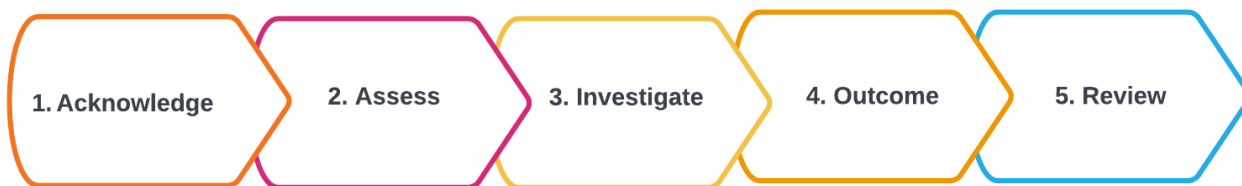
You can choose to remain anonymous when you lodge a complaint. We recognise that anonymous complaints can provide us with useful information that can lead to service improvements. Regrettably, without your contact details we will not be able to respond to your concerns.

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 the other party.

Overview of our complaints process

Where possible, we will aim to review complaints quickly using the process outlined below. However, as complaints differ in their nature, content and complexity, there may be some variations to the process below.



1. Acknowledge

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

2. Assess

Your complaint will be allocated to the relevant team to be assessed.

3. Investigate

We will investigate your complaint with an aim to provide a fair and reasonable resolution. While we will make every effort to investigate your complaint within 30 business days, the length of time it takes will depend on the nature and complexity of the issue(s) involved. If your complaint requires additional time to finalise, we will keep you informed on our progress.

4. Outcome

We aim to provide you with a clear and informative response to your complaint. The response may include details of the investigation, findings or decisions reached, as well as outcomes or actions proposed. If you would like further information or an explanation about the complaint outcome, please contact us.

In some instances, such as needing to protect personal information of third parties, there may be limitations on the information that we can share with you.

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. The review will be performed by an independent staff member who has not been involved in the management of your complaint.
- Request an external review from the Commonwealth Ombudsman. Please contact them directly:
 - **Mail:** The Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601
 - **Telephone:** within Australia 1300 362 072
 - **Email:** ombudsman@ombudsman.gov.au
 - **Web:** www.ombudsman.gov.au/complaints/how-to-make-a-complaint

Where we have completed our complaints process and further correspondence is received pertaining to the same matter(s), the complaint will remain closed unless new evidence or information is provided.

Privacy Collection Notice

The personal information we collect from you as part of your complaint will be used for the purposes of assessing, investigating, resolving, and reporting your complaint and related purposes. If you do not provide some or all of the personal information requested, it may not be possible for us to properly investigate or respond.

Where necessary and appropriate, we may disclose the personal information you have provided in your complaint to third parties named in the complaint. Your personal information may also be disclosed to the Commonwealth Ombudsman, as appropriate.

Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the *Privacy Act 1988*. Please review Coal LSL's [Privacy Policy](#) for more information about how we manage personal information.