



May 2008

# ITSA's Complaints Handling Procedure

This procedure explains the process for addressing situations when clients consider their expectations of our services have not been met.

## WE TREAT COMPLAINTS ABOUT OUR SERVICES SERIOUSLY

Our commitment is to investigate and try to resolve concerns that are raised with us. We learn from this and aim to improve our practices. We will investigate complaints:

- Promptly
- Professionally
- Fairly and
- Consistently.

## IF YOU WISH TO COMPLAIN ABOUT A TRUSTEE OR ADMINISTRATOR HANDLING AN ADMINISTRATION

We encourage you to first try and resolve your concerns with your trustee or administrator, including any concerns you may have with the Official Trustee. If you remain dissatisfied or you feel unable to pursue the issue further, you may contact the Bankruptcy Regulation branch through ITSA's Information Service on 1300 364 785, or email [br.qld@itsa.gov.au](mailto:br.qld@itsa.gov.au).

For more information see ITSA's fact sheet: *Resolving complaints about trustees and administrators*.

## IF YOU WISH TO COMPLAIN ABOUT ITSA'S SERVICE

We encourage you to initially contact the ITSA employee who you have been dealing with in order to resolve your issue. If you are not comfortable with this or are not satisfied with their response, you should ask to speak to that employee's manager or branch head.

Alternatively, you can lodge a complaint with ITSA through one of the means outlined below.

## HOW TO LODGE A COMPLAINT WITH ITSA

- **Phone** – you can call our Information Service on **1300 364 785**
- **Fax** – you can fax your written complaint to our Information Service on **(08) 8112 4304**
- **Web** – you can send your complaint via the complaints button on the home page of the ITSA website
- **Post** – you can mail your complaint to ITSA at **GPO Box 2604 Adelaide SA 5001**

## WHAT TO INCLUDE IN YOUR COMPLAINT

- You should provide detailed information about the nature of your complaint to enable us to properly investigate your concerns.
- You should provide your preferred method of contact to enable us to respond to you promptly.
- You should provide a matter or an administration number (if you have one) so that we can identify the administration to which your complaint relates.

If you would prefer that some of your contact details are not recorded, or are not made available to a person in ITSA, you should tell us.

## COMPLAINTS PROCESS

Once received by ITSA, the details of your complaint will be recorded in our internal complaints handling system. If we can resolve your complaint immediately, we will do so.

If we are unable to resolve your complaint immediately, we will refer it to the appropriate person within ITSA.

If your complaint is made in writing (email, web, post), we will acknowledge receipt of your complaint within 24 hours. *We try to respond to complaints by phone, however, written responses will be provided when appropriate.*

If we cannot assist you, we will tell you about other avenues available to help resolve your complaint.

## TIMEFRAMES

Ordinarily, we aim to finalise complaints within **14 days of receipt**. Those complaints which are complicated may not be able to be finalised within this timeframe, however, you will be kept informed of the progress of your complaint.

## IF YOU REMAIN DISSATISFIED

If you remain dissatisfied with ITSA's handling of your complaint, you may wish to contact the Commonwealth Ombudsman on 1300 362 072.

Further information can be obtained at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).