

## Complaints Handling Process

Containers for Change's Complaints Handling Process (see policy) is based on the following principles:

- Containers for Change is open to feedback and is committed to resolving complaints
- The Complaints Handling Process will be visible and accessible to all stakeholders
- Each complaint will be address in an objective and unbiased manner
- Your personal information will only be used for the purpose of addressing your complaint. For all other purposes, your information will be actively protected from disclosure, unless you express consent to its use
- Our complaints process will be reviewed regularly to ensure that we are monitoring our performance and continually identifying areas for improvement.

## How to lodge a complaint

Containers for Change together with WA Scheme Coordinator, WARRRL, are committed to managing all complaints in an accountable, transparent and timely way. Complaints can be lodged by any member of the public or any other stakeholder. If you would like to comment about Containers for Change's operations and activities, you can:

**Containers  
for Change**

www.containersforchange.com.au  
13 42 42  
info.wa@containersforchange.com.au

**WARRRL**

www.warrrl.com.au  
08 6183 4700  
info@warrrl.com.au

## Containers for Change

### Complaints Handling Process

#### LODGE:

Containers for Change receives your lodged complaint



#### CONFIRMATION:

You will be contacted within two business days to confirm the registration of your complaint and be provided your unique complaint ID number



#### CLARIFICATION:

You may be contacted to seek clarification or for further information



#### RESOLUTION:

Containers for Change will contact you within seven days with a proposed resolution or to let you know that your complaint has been addressed, resolved or an outcome has been reached



#### ESCALATION:

If you are dissatisfied with the outcome we will advise the escalation process and proceed from there