	<p><b>Double Black Alpine</b></p> <p>Complaints Management Policy and Process</p>
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## Policy

Double Black Alpine is committed to transparent and accountable practices and processes when delivering our services to clients.

It is important to us that our clients and potential clients have confidence that there are mechanisms in place to raise concerns with us around our processes and service delivery.

We consider complaints as opportunities to help us better understand safety risks and our clients' needs to continually improve our services.

Our complaints management policy and process has been developed to assist clients and/or potential clients who may have concerns or relating to the delivery of our services to have those concerns addressed in a consistent, fair and reasonable manner by Double Black Alpine or through separate and independent review processes.

## Definition

Term	Definition
Complaint	An issue or concern expressed by a client, including a potential client, in relation to the process and/or delivery of service by an organisation when carrying out a Double Black Alpine activity.

## Lodging a Complaint

If a client or potential client is involved in receiving a service from Double Black Alpine and wish to lodge a complaint about Double Black Alpine's service and/or the processes, the client or potential client should write (by letter or email) to:

Responsible Person  
Double Black Alpine  
PO Box 471  
Mansfield VIC 3724  
Email: [info@doubleblackalpine.com.au](mailto:info@doubleblackalpine.com.au)

The written complaint must be submitted within ten (10) business days of the issue becoming known and must set out:

- Client / potential client name and / contact details
- The service that the complaint relates to
- The basis for the complaint specifying the issues involved
- How the subject of the complaint and the specific issue affects and/or impacted the client
- Any relevant background information
- The outcome desired by the client

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## Process

Double Black Alpine will acknowledge the client's complaint within five (5) working days of its receipt. An initial assessment of the complaint will determine whether Double Black Alpine will:

- Investigate the complaint
- Attempt to mediate the complaint
- Decline the complaint because lodgement requirements have not been met.

Where a complaint has been accepted, Double Black Alpine will:

- Inform the complainant of the anticipated time required to complete the investigation
- Review Double Black Alpine's files and any documents submitted by the complainant
- Interview witnesses (as considered necessary)
- Obtain other evidence

The time required to investigate a complaint will depend upon:

- The nature of the complaint
- The complexity of the investigation
- The availability of the witnesses

Most investigations will be finalised within 30 working days of the complaint being received. Where this is not possible, Double Black Alpine will regularly update the complainant regarding the progress of the investigation.

At the conclusion of the investigation, Double Black Alpine will write (by letter or email) to the complainant to:

- explain the steps taken during the investigation
- summarise the evidence obtained
- state whether or not the complaint was substantiated, dismissed or was unable to be determined
- state the action (if any) Double Black Alpine will take as a result of the investigation
- explain the process available to the complainant for escalating the complaint to an independent body

The range of outcomes available following the completion of the investigation include:

- No action
- Providing an explanation for what has occurred
- An apology
- Amending policies or procedures to improve practices in the future
- Providing any other remedy that addresses the complainant's concerns

The outcome may include more than one of the above options.

A complainant may refer the matter to independent government bodies such as the Commercial Passenger Vehicles Victoria (CPVV), Bus Safety Victoria (BSV), Small Business Victoria (SBV) or Consumer Affairs Victoria (CAV) for review if not satisfied with the findings and/or actions. These bodies' websites outline the process, timelines and requirements for their respective complaint / dispute management approaches.

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## Record Keeping

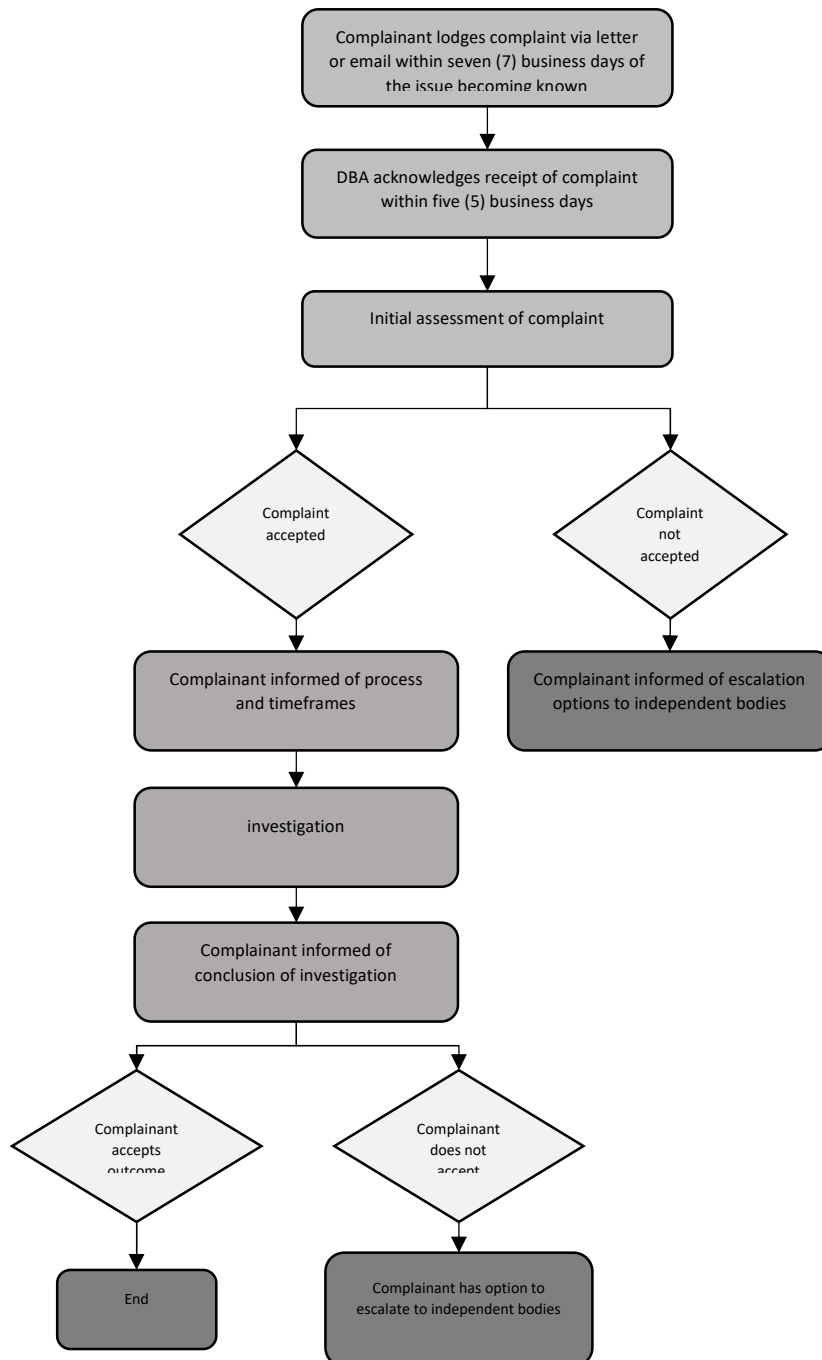
The Double Black Alpine Compliant Register and Double Black Alpine Complaint Record Form Template will be used to support transparency and good record keeping around this process.

## Review

This policy and process will be reviewed and updated (if required) on an annual basis.

## Flowchart

The following flowchart provides an overview of the complaints process.



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