

Barringtons Feedback & Complaints Management Policy

Barrington Group Australia Pty Limited (Barringtons) – is committed to maintaining the highest standards of professionalism, integrity, and compliance in alignment with our mission of *Best People. Best Practice. Best Choice*. This policy provides a framework for effectively managing feedback and complaints from employees, subcontractors, and other stakeholders. It aligns with the Australian Government Security Vetting Agency (AGSVA) guidelines and applies to all personnel, including subcontractors conducting AGSVA-related work.

PURPOSE

The purpose of this policy is to:

1. Provide a transparent and consistent process for receiving, managing, and resolving feedback and complaints.
2. Foster a culture of continuous improvement by addressing concerns promptly and equitably.
3. Ensure compliance with AGSVA guidelines, relevant legislation, and Barrington Group's standards.

SCOPE

This policy applies to:

- Barrington Group employees (BPS employees).
- Subcontractors engaged in AGSVA-related activities.
- Any third parties providing feedback or lodging complaints regarding our operations.

DEFINITIONS

- **Confidentiality** means Constructive comments or suggestions to improve processes, services, or workplace culture.
- **Complaint** means an expression of dissatisfaction regarding a decision, behaviour, or service provided by Barrington Group or its personnel.
- **Complainant** means an individual or group submitting feedback or a complaint.

PRINCIPLES

- All matters will be treated confidentially, ensuring that personal details are protected in accordance with (*Privacy Act 1988 cth*).
- Complaints will be handled objectively and fairly without bias.
- Processes will be simple and accessible to all stakeholders, including subcontractors.
- Complaints will be addressed promptly within designated timeframes.
- All complaints will be logged and monitored to ensure resolution and continuous improvement.

LODGING FEEDBACK OR COMPLAINTS

- Feedback or complaints may be submitted through the following channels:
 - **Email:** melissa.francis@barringtons.com.au
 - **Online Portal:** Secure submission via the Barrington Group [website](#).
 - **In Writing:** Addressed to Barrington Group, Attn: Feedback & Complaints Officer, PO BOX 156, Deakin West ACT 2600.

MANAGEMENT OF COMPLAINTS

- Complaints will be acknowledged within 3 **business days** of receipt.
- The Complaints Officer, (Melissa Francis) will assess the matter and commence an investigation if necessary.
- Where complaints relate to AGSVA guidelines, the investigation process will ensure compliance with relevant security clearance standards.

RESOLUTION PROCESS

- Upon receiving your complaint, Barringtons will confirm receipt within 3 business days.
- Barrington's will investigate your complaint thoroughly, including reviewing the circumstances and speaking with relevant staff, sub-contractors or stakeholders as necessary.
- A formal resolution or response will be provided to you within 14 business days of acknowledging your complaint or feedback.

APPEALS AND ESCALATIONS

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the ACT Ombudsman or Fair Work Commission, if applicable.

RECORDKEEPING

All complaints will be documented in the secure **Complaints Register**, capturing key details such as the issue, actions taken, and outcomes to ensure transparency and accountability. The Feedback & Complaints Officer, will regularly analyse trends and provide senior management with quarterly reports to drive improvements.

For AGSVA-related complaints, the Compliance Officer will ensure strict adherence to AGSVA guidelines, escalating matters as necessary and coordinating with relevant authorities to maintain security compliance. This process highlights Barrington Group's commitment to professionalism, continuous improvement, and regulatory alignment.

ROLES AND RESPONSIBILITIES

- **Employees/Subcontractors:** Familiarise themselves with the policy and report feedback/complaints promptly.
- **Supervisors/Managers:** Support the effective resolution of complaints within their teams.
- **Feedback & Complaints Officer:** Coordinate the process, ensuring compliance and confidentiality.