

Complaints Handling Policy

OVERVIEW

LSSA is committed to conducting business with integrity, in accordance with the highest ethical and moral standards, in compliance with all applicable laws, rules, regulations and in fulfilment of its obligations to the State of South Australia (**State**). We understand our position as key custodian of significant economic infrastructure in South Australia.

In dealing with customers and other members of the public, Land Services SA personnel will do so in a courteous, professional manner that is consistent with best business practice. We endeavour to provide products and perform services to the level you have come to expect from Land Services SA. However, we understand that sometimes our products or performance may not meet your expectations, or that you may have helpful advice.

We love to hear from you when you are happy with our products and services; we are also not frightened about hearing from you when we have not met your expectations. We take your concerns seriously. We want to make sure you are confident to come to us with these issues and have them resolved quickly.

We have established a process to assist you to give feedback and resolve any issues.

WHAT CONSTITUTES A COMPLAINT?

Land Services SA considers a complaint as an expression of dissatisfaction made to Land Services SA, related to its services, products, or the complaints handling process itself, where a response or a resolution is explicitly or implicitly expected.

HOW A COMPLAINT CAN BE MADE

If you are dissatisfied with Land Services SA's products, services, or the complaints handling process itself, you should in the first instance consider speaking directly with the staff member you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- by telephoning us on 08 8423 5000;
- by writing to us at Level 9, 101 Grenfell Street, Adelaide, South Australia;
- by emailing us at CustomerSupport@landservices.com.au; or
- in person by speaking to any of our customer service staff at Level 9, 101 Grenfell Street, Adelaide, South Australia.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

COMPLAINT HANDLING PROCESS

Land Services SA is committed to responding to all complaints in a timely manner and in a clear, simple, and streamlined way. Land Services SA will endeavour to respond to all complaints within 5 working days. Where a complaint cannot be resolved within 5 working days, Land Services SA will promptly respond to the complainant acknowledging the complaint by its original source, i.e. post, email, social media, and telephone or in person, keeping the complainant informed.

WHAT INFORMATION DO YOU HAVE TO PROVIDE?

You should try to give us as much information as possible. The more information you provide us, the easier it will be to resolve your concerns. Sometimes you may want to make an anonymous complaint. While this is acceptable to us and we will try our best, reporting anonymously may make it difficult for us to resolve the issue to your satisfaction.

In all circumstances, we will treat your information as confidential and in accordance with our obligations under the *Privacy Act 1988* (Cth) and our Privacy Policy located at www.landservices.com.au/privacy.

WHAT IS THE COMPLAINT-HANDLING PROCESS?

Our Customer Representatives have the skills and experience to deal with most issues. You can be confident that our senior management support all decisions made by our Customer Representatives.

Our primary goal is to resolve your issue during your first contact with us. This will be either during our first call with you, after your complaint has been lodged by email or by post or otherwise when you attend Land Services SA in person.

There may be issues that we need to take time to investigate, in order to respond to. If this is the case, we will let you know during your first contact with us.

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection, privacy regulator, or law enforcement agency, we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.

WHAT IF I'M NOT SATISFIED?

We consider our complaints-handling process will provide an effective and quick resolution of your issue, with minimal time and cost to you. However, we understand that during or after the process, you may not be satisfied with the complaint-handling process.

At any stage you may go directly to the Office of the Registrar-General or the Office of the Valuer-General with your complaint. You are also entitled to, as necessary, raise any of your concerns with relevant Government Agencies (such as the Office of the Information Commissioner or the Australian Competition and Consumer Commission). Of course, you can also seek independent legal, financial, or commercial advice in respect of your issue.

EXPECTED BEHAVIOUR

At all times when raising a complaint with Land Services SA, we expect that our employees will be treated with courtesy and respect. If you become abusive, or aggressive, or otherwise act in a manner inconsistent with the behaviour and standards we expect of our workplace, our employees have the right to refuse to deal with your matter. This may include ending the phone call, asking you to leave our building, or calling the Police to deal with you.

CONTINUOUS IMPROVEMENT

Land Services SA will regularly review and monitor complaints received.

Land Services SA will analyse the information collected in respect to complaints to identify any systemic issues within the business and to determine methods to remedy any underlying issues.