

COMPLAINTS PROCESS

Receiving complaints

Complaints are directed to the Complaints Officer whose details are advertised on the Opportunity website for this purpose. The Complaints Officer will respectfully listen to the complainant, and clarify the issues underlying the complaint. If the complaint is in writing it may be necessary to write or speak to the complainant to clarify the facts. Complaints about a Director, the CEO or the Company Secretary, can be made directly to the Chair of the Audit & Risk Committee.

Acknowledgement

Each complainant will receive acknowledgement of their complaint within two business days of receipt, as well as an explanation of the complaints process, next steps, the expected timeline for resolution and a copy of the Complaints Policy if requested. The complainant will also be advised of their right to make a complaint regarding any alleged breach of the ACFID Code to the ACFID Code of Conduct committee.

Complaints Record and Register

A Complaints Record form will be completed by the Complaints Officer for all complaints, whether verbal or written, to capture the relevant details, actions taken and outcomes. A summary of all complaints will be recorded on the Complaints Register by the Complaints Officer.

Quick resolution

Opportunity will strive to resolve minor complaints within five business days. The Complaints Officer will advise the complainant of the outcome and steps taken. Details will be recorded on the Complaints Record form and Complaints Register.

Further investigation required

The Complaints Officer will gather relevant information to establish the facts, consult and/or interview the stakeholders, involving other parties as required. Serious complaints will be escalated to the Executive Team and to the Board.

Complaint Upheld

The outcome and steps taken by Opportunity will be communicated to the complainant.

Complaint dismissed

The outcome will be communicated to the complainant who will also be advised of the right to appeal the decision in writing directly to the CEO.

Appeal

The result of any subsequent appeal will be communicated to the complainant along with any steps to be taken.

Complaints reporting

The Complaints Officer will report new complaints received and progress of complaints being investigated to the Leadership Team at the next scheduled meeting, unless earlier notification is deemed appropriate or the complaint is about a member of the Leadership Team. The Board will receive a report quarterly summarising complaints received, investigations underway and actions taken in the prior period. Opportunity strives to learn from complaints received, communicate learnings to the relevant stakeholders, and will make changes to improve its processes as appropriate.