

COMPLAINTS PROCESS

Receiving complaints

Complaints are to be made through the Company Secretary whose details are advertised on the Opportunity website for this purpose. The Company Secretary will respectfully listen to the complainant, and clarify the issues underlying the complaint. If the complaint is in writing it may be appropriate to write or speak to the complainant to clarify the facts.

Acknowledgement

Each complainant will receive acknowledgement of their complaint, as well as an explanation of the 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 for all complaints, whether verbal or written, to capture the details of the complainant and the nature of their complaint. A summary of the complaint will be recorded on the Complaints Register.

Quick resolution

The Company Secretary will advise the complainant of the outcome and steps taken. The outcome will be recorded on the Complaints Record form and Complaints Register.

Further investigation required

The Company Secretary will gather relevant information to establish the facts, consult and/or interview the stakeholders, involving other parties as required.

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.

Complaint Upheld

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

Appeal

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

Complaints reporting

The Company Secretary will report all complaints received to the Leadership Team at the next scheduled meeting unless it is judged inappropriate to delay notification. Complaints will be brought to the attention of the Board as deemed appropriate, and the Board will receive an annual report summarising complaints received and actions taken. Opportunity will learn from the complaint, communicate any lessons to the relevant stakeholders and make any changes to improve our processes.