

SERVICE COMPLAINTS REVIEW POLICY

(October 2018)

We have very high standards in relation to the service we provide and strive to ensure that these standards are always maintained.

Naturally there will always be a party, in every dispute we process, who will be unhappy with the outcome. In most of these cases we will have processed the case within specified timelines, following all correct procedures, in a fair and reasonable manner, and the outcome will be in accordance with i) the applicable laws/regulations ii) the evidence we have received from the parties and iii) what is fair and reasonable in the circumstances. However, if you feel that this is not the case, you have the right to raise a service complaint with us.

Please note, there is no right of appeal in relation to final determinations, and this process relates to the way we handled your case.

What you can complain about

We are able to consider complaints which fall into one or more of the following categories:

Complaint	Example
Start of the process	
You were unable to lodge your claim with us or found it very difficult to do so	You found that our online complaints portal was difficult to use, or something went wrong when you lodged your claim.
We rejected your claim and stated that it was out of scope and you believe that this was wrong and therefore not in accordance with the scheme rules	We rejected your complaint on the basis that you had not complained to the airline first (as required by the scheme rules). However, you did complain to the airline first but didn't get a response and more than eight weeks has passed since you filed your complaint with them.
During the process	
We did not follow the process set out within the scheme rules	We only allowed you seven days to respond when the scheme rules provide that you have 14 days
Our staff	
Your complaint handler or another member of our team was rude or generally unhelpful	One of our team members was rude during a phone call, or within an electronic communication, or failed to assist you.
Timing	

We have taken more than 90 days, from the date we informed you that we had a 'complete complaint file' to finalise your claim.	We notified you that we had a complete complaint file on 1 February but did not send you the final determination until 1 June.
The outcome	
We failed to take account (when finalising the determination) of all information and evidence that you uploaded to the portal or sent to us	We determined that you were not entitled to be reimbursed expenses due to a lack of evidence, but in fact you had provided us with receipts.
We took account of information that we should not have taken account of	
We applied the facts incorrectly	
We applied an irrational interpretation of the law/regulations	

What you cannot complain about

We cannot consider complaints that fall into one or more of the following categories:

Complaint	Example
You are unhappy with the determination (save for in any of the circumstances set out in the table showing complaints we can deal with)	
The airline has failed to pay your compensation on time.	

How to file your service complaint and the process

Eligibility

To be eligible to file a service complaint:

- a) Your complaint must be a complaint that we can deal with (as set out in the tables above);
- b) Your case with us must now be closed (unless your complaint is that we have gone over 90 days and you still do not have a final determination); and
- c) You must file your complaint within two months of the date the final determination was issued.

The process

If you are eligible to file a service complaint, you can either file your complaint online or download a complaint form and post it to us.

We will provide a response to your service complaint within 30 calendar days.

If you remain dissatisfied following our initial response, you can request, within 4 weeks, for your service complaint to be reviewed by the Chief Adjudicator, who will respond within 30 days.

If you remain dissatisfied following the Chief Adjudicator's review, you can request, within 4 weeks, for your service complaint to be referred to our Independent Assessor.

The Independent Assessor is not employed by CDRL and will therefore review your service complaint on an independent and impartial basis. The Independent Assessor will respond to you in writing within 30 working days of your request and their response will be the final response in relation to your claim.

Potential outcomes of your service complaint

In most cases where the service complaint is valid, we will i) explain what went wrong and why ii) issue an apology iii) take corrective action (such as amend a determination), if appropriate and iv) make sure that we learn from the error to help continue to improve the service that we provide.

If it is determined that you have suffered considerable detriment as a consequence of the matter you have complained of, either we, or the Independent Assessor, may decide that a goodwill payment is appropriate.