

Complaints Handling Policy & Procedure

Policy Owner: Director

Approved By: Director

Effective Date: 02/07/2026

Review Frequency: Every 12 months

Next Review Date: 02/07/2027

Version: 1.0

Purpose

At Redian Recruitment, we are committed to providing a professional, respectful and high-quality recruitment service to both our clients and candidates.

We recognise that concerns or complaints may occasionally arise and are committed to resolving them fairly, promptly and confidentially. We view feedback as an opportunity to continually improve our service.

Scope

This policy applies to all directors, employees, contractors and representatives of Redian Recruitment and covers complaints relating to our recruitment services, business operations and interactions with clients, candidates and members of the public.

Our Commitment

When a complaint is received, we will:

- Listen respectfully and without judgement.
- Treat all parties fairly and impartially.
- Maintain confidentiality in accordance with applicable privacy legislation.
- Investigate the matter thoroughly.
- Keep all parties informed throughout the process.
- Work towards a timely and practical resolution.
- Use feedback to improve our services.

Who Can Make a Complaint?

Complaints may be made by:

- Candidates
- Clients
- Referees
- Website users
- Members of the public
- Any individual or organisation that has interacted with Redian Recruitment

What Can You Make a Complaint About?

Examples include:

- Recruitment processes
- Communication standards
- Conduct of our consultants
- Candidate introductions
- Client interactions
- Privacy concerns
- Discrimination or unfair treatment
- Website issues
- Any other matter relating to our services

How to Make a Complaint

Complaints may be submitted by:

- **Email** - rebekah@redianrecruitment.com.au
- **Phone** - 0490 778 995

To assist us in resolving your complaint efficiently, please include where possible:

- Your name
- Contact details
- A description of the issue
- Relevant dates
- Supporting documentation (if applicable)
- The outcome you are seeking

If a complaint concerns the person who receives it, or if an actual or perceived conflict of interest arises, the complaint will, where reasonably practicable, be referred to another Director or a suitably independent person for assessment and review.

Anonymous Complaints

We will consider anonymous complaints where sufficient information has been provided to allow us to investigate the matter. However, our ability to fully investigate or provide an outcome may be limited where we are unable to contact the complainant.

Our Complaint Process

Step 1 – Acknowledgement

We aim to acknowledge receipt of your complaint within **two (2) business days**.

Step 2 – Assessment

We will review the complaint and determine:

- The nature of the issue.
- Whether further information is required.
- Who should investigate the matter.

Where appropriate, we may contact you for additional information.

Step 3 – Investigation

We will:

- Gather relevant information.
- Speak with the appropriate parties.
- Review any supporting documentation.
- Assess the matter fairly and objectively.

Step 4 – Resolution

We aim to provide a response within **ten (10) business days** wherever reasonably possible.

Depending on the circumstances, outcomes may include:

- An explanation
- An apology
- Corrective action
- Process improvements
- Additional training
- Any other reasonable resolution

If additional time is required, we will keep you informed of the progress.

Step 5 – Escalation and Review

If you are dissatisfied with the outcome of your complaint, you may request that the matter be reviewed.

A request for review should be made in writing within **14 days** of receiving our response and should outline the reasons you believe the matter has not been satisfactorily resolved, together with any additional information you wish us to consider.

Where appropriate, the complaint will be reviewed by a Director or another person who was not directly involved in the original investigation to ensure an independent and impartial reassessment.

Following the review, we will provide you with our final decision in writing, including the reasons for our decision and any further action, if applicable.

If you remain dissatisfied after our internal review process has been completed, you may seek independent advice or contact an appropriate external body where that body has jurisdiction to consider the complaint. Depending on the nature of the complaint, this may include the Office of the Australian Information Commissioner (OAIC) for privacy-related complaints, where it has jurisdiction, or another relevant government or regulatory authority.

Confidentiality

All complaints will be handled confidentially and information will only be disclosed to those who need it to investigate or resolve the complaint, or where disclosure is required or authorised by law.

Privacy

Personal information provided during the complaints process will be managed in accordance with the Redian Recruitment Privacy Policy and applicable Australian privacy legislation.

Complaint Records

Redian Recruitment maintains a register of complaints received. Records are retained securely in accordance with our Privacy Policy and applicable legal requirements. Complaint records are used to monitor trends, identify opportunities for improvement and demonstrate compliance with our internal procedures.

Feedback and Continuous Improvement

Complaints and feedback help us improve our business.

Where appropriate, we review our:

- Recruitment processes
- Communication practices
- Client service standards
- Candidate experience
- Internal procedures

to identify opportunities for ongoing improvement.

Unreasonable Behaviour

We are committed to treating everyone with respect and expect the same in return.

Abusive, threatening, discriminatory or aggressive behaviour towards our employees or representatives will not be tolerated and may result in communication being limited or discontinued where appropriate. This does not affect a person's right to make a genuine complaint or have their concerns considered fairly.

Contact Us

Redian Recruitment Pty Ltd (ABN 17 697 326 088)

Email: **rebekah@redianrecruitment.com.au**

Phone: **0490 778 995**

Website: www.redianrecruitment.com.au

The Redian Commitment

At Redian Recruitment, we believe every concern deserves to be heard and every complaint deserves to be handled fairly, respectfully and promptly. We are committed to resolving complaints fairly, learning from feedback and continually improving the experience we provide to our clients, candidates and the wider community.

Unique in our approach. **Personal** in our service. **Ready** when it matters most.