09 Complaints

Version 1.0

Scope: WCA directors, personnel, associates and subcontractors, as applicable to their work.

Purpose

Provide an accessible and fair mechanism for resolving concerns.

Policy commitment

Complaints will be handled confidentially, impartially and without retaliation.

Implementation

Accept complaints through the published contact channel. Proposed service targets: acknowledge within five working days and provide a substantive response within twenty working days, or explain delays. Record the issue, evidence and outcome.

Reporting and accountability

Assign an impartial reviewer; where the director is implicated, arrange independent review. Explain escalation options and preserve statutory rights. Use anonymised complaint trends to improve services.