

Complaints and Mandatory Reporting

Responsible Staff

All Staff
Customer Service
Buyer
Product Compliance Officer

Purpose

To collect data on all product issues in a manner that allows systemic faults to be identified and AAA Ltd to meet the mandatory reporting obligations of the Australian consumer law

To support the satisfactory resolution of customer complaints

Overview

Customer Service is responsible for the resolution of all consumer complaints and the maintenance of the Complaints Register.

The Complaints Register is used to record product issues of any kind and from any source so that it can be used to identify repetitive issues with a product and is regularly reviewed for this purpose.

Injury incidents are reviewed by the Product Compliance Officer to evaluate whether they need to be reported under the requirements of the Australian Consumer Law

Steps

- 1 All Company Staff
 - 1.1 Any staff member becoming aware of an actual or potential product issue must immediately provide the information to Customer Service.
- 2 Customer Service
 - 2.1 Log the details of all incidents reported in the Complaints Register
 - 2.2 Immediately forward the details of injury incidents to the Product Compliance Officer and the Buyer.
Note that reportable incidents must be reported to the ACCC within 2 days of the company becoming aware of the incident
 - 2.3 Forward the details of non-injury incidents to the Buyer
 - 2.4 Review the register on a daily basis to ensure that:
 1. Complaints are resolved, (and details recorded), within a reasonable time frame

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Approval: A Compliance Officer

Supersedes: May 2013

2. The details of injury incidents are completed within 2 days of being first reported
3. Multiple incidents related to a single product are identified and reported to both the Buyer and the Product Compliance Officer

3 Buyer

- 3.1 Assist in the resolution of complaints related to non-injury incidents as necessary.
- 3.2 Evaluate instances of multiple issues with a single product to determine if further action is required

4 Product Compliance Officer

- 4.1 Ensure that all staff are aware of the company's reporting obligations under the ACL and the need for immediate processing and evaluation of all product issues
- 4.2 Resolve complaints related to injury incidents
- 4.3 Evaluate whether any injury incident is reportable under the ACL
- 4.4 Make the report under the ACL using the online form within 2 days of the incident being reported.
Link - <https://www.productsafety.gov.au/contact-us/for-retailers-suppliers/mandatory-injury-report>
- 4.5 Evaluate instances of multiple issues with a single product to determine if further action is required
- 4.6 Ensure that the Managing Director is aware of all injury incidents