# How to Lodge a Complaint or Query with the Accordant Group

## Have a query or a complaint?

We are committed to providing a high level of service, and part of this commitment is to ensure that we have a strong internal process in place to respond to queries and complaints. If you are dissatisfied or have a query regarding the service you have received from us, please let us know so we have the opportunity address your concerns.

## How do I submit a query or a complaint?

**There two options, please either:**

1. Contact the staff member you have been dealing with and explain your concerns. Where possible, this staff member will attempt to resolve the matter straight away. If they are not able to identify a resolution, or if it is not appropriate that they deal with your complaint, they may refer your concerns to someone who is better able to respond to you. If this is the case, they will let you know that they are doing this, and who your point of contact will be, or;
2. If it is not appropriate for you to contact the staff member you have been dealing with and you do not know the staff member's manager, you can send us the details of your complaint by clicking on the below link and completing our complaints form. This form will then be sent to our complaints officer who will look into your complaint further.

You will be assigned a point of contact, and this person will acknowledge receipt of your query or complaint. They may ask you further questions to ensure they understand what your complaint is about.

## What happens next?

You will be kept up to date about our progress as we investigate your query or complaint. If the matter can be resolved straight away, we will let you know the outcome immediately.

From time to time, it may not be possible to resolve a query or complaint immediately and we may need to investigate further. If this is the case, we will let you know and provide you with an indicative timeframe including when we expect to respond to you. We will keep you updated on the progress of your query or complaint.

Once we have advised you of the outcome of your query or complaint, we will check in with you to see if you are satisfied with the resolution. If you are not satisfied with the outcome or our handling of your complaint, we can escalate your complaint and have someone else review it.

We value our clients and want to thank you for taking the time to contact us. We will use the information gathered from these queries and complaints to consider where improvements to our services may be needed.