

ACHVL COMPLAINTS PROCEDURE INDICATIVE TIMEFRAMES

Complaint Received

1 day

2 days

3-7 days

8-15 days

16-21 days

22-28 days

Complaint recorded on Customer Feedback Register Receipt if acknowledges in writing to be complainant Complaint will be reviewed and investigated by ACHVL

Further information may be requested from the complainant during this time

Progress letter sent to complaint if investigation continuing

OR

Outcome, advice and information on the ACHVL Appeal Process and external avenues of review provided to complainant.

The complaint will be deemed closed by ACHVL Progress letter sent to complainant if investigation continuing

OR

Outcome, advice and information on the ACHVL Appeal and Process and external avenues of review provided to complainant

The complaint will be deemed closed by ACHVL Outcome, advice and information on the ACHVL Appeal Process and external avenues of review provided to complainant

The complaint will be deemed closed by ACHVL

*Anonymous complaints will be investigated using the same policy and procedure, but we are unable to communicate progress or outcome due to the anonymity of the complainant