

	<h1>COMPLAINTS PROCEDURE</h1>	<b>Number:</b> SSA-PRO-003 <b>Rev:</b> 1 <b>Date:</b> 21/12/2022
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## COMPLAINTS PROCEDURE

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## 1. Preamble

Steel Sustainability Australia (SSA) aims to maintain the highest standards of service.

If a complainant finds it necessary to make complaint in regard to SSA or one of its Clients, the SSA will follow the process outlined below to investigate the complaint.

## 2. Nature of Complaints

2.1 There are a number of complaint types recognised

- a) Complaints made to SSA or Clients by users in regard to products supplied under SSA certification
- b) Complaints made to the SSA by its Clients, or other parties, in regard to the SSA Certification process and certification outcome
- c) Complaints made to the SSA by its Clients, or other parties, in regard to the performance of the SSA or any of its officers or representatives
- d) Misrepresentation of SSA certification

2.2 A complaint shall be deemed to have been received when:

- a) A written complaint has been submitted by the complainant and received by the SSA;
- b) The nature of the complaint can be attributed to one of the issues listed above; and
- c) The complainant has first-hand direct access to and knowledge of the complaint.

2.3 All complaints received will be logged by the SSA Manager and reviewed by the SSA Governing Committee

2.4 The SSA Manager will acknowledge receipt of all complaints within 5 working days and provide a date for the next contact.

## 3. Management of Complaints

3.1 The SSA Manager will be responsible for undertaking the initial review and control of complaints as per 2.1 a), b) and d) above and most general complaints. Complaints to the SSA should be made in writing and addressed to the SSA Manager via the contact section of the website found at [www.steelsustainability.com.au](http://www.steelsustainability.com.au)


3.2 Complaints regarding 2.1c) above should be made in writing addressed to the SSA Governing Committee by emailing [ssa@steel.org.au](mailto:ssa@steel.org.au)

3.3 Where the complainant is dis-satisfied with the decision or actions of the SSA Manager regarding complaints covered by 2.1 a), b) or d), the SSA Governing Committee may be asked by the complainant to consider the matter further.

3.4 Any decisions by the SSA Governing Committee are final and concludes the Complaint process.

3.5 In regard to complaints made under Clause 2.1 a), (b) or (d) once investigated and determined to be a valid breach of the requirements of the audited compliance capability, the SSA reserves

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the right to undertake further special Audits as determined by the SSA Manager. Where the complaint is substantiated and results in a Major Non-conformance or Non-Compliance in accordance with the SSA Program Rules, raised on the Client, the cost of such additional audits will be to the account of the Client. Such costs will be in accordance with the Fee structure.

## 4. Investigation of Complaints

- 4.1 All complaints are to be validated, investigated and followed through to a conclusion whilst observing the requirements for confidentiality.
- 4.2 The complainant is kept informed of progress of their complaint.
- 4.3 All complaints are to be registered and recorded by the SSA Manager or investigating on individual numbered and dated reports.
- 4.4 The progress of the investigation into the complaint is to be recorded, including tracking actions undertaken and the effectiveness of the actions.
- 4.5 Where the complaint involves activity undertaken by an Auditor the form and relevant correspondence will be forwarded without delay and without identifying the source, to the person for a response in a reasonable period and less than 10 days.
- 4.6 Where the complaint is about a company certified by SSA, then the complaint will be forwarded, without identifying the source, to the company in question for investigation and response back to SSA.
- 4.7 The SSA Manager will also perform an independent review of the complaint to assess any impact concerning the failure of the Client's management systems assessed under SSA certification
- 4.8 On completion of the investigation into a complaint, the complainant will be informed of the outcome and any required corrective action, where necessary, and if the action has been or is being taken.
- 4.9 The SSA Manager will ensure that the appropriate corrective action is taken and will record these actions and outcomes.
- 4.10 Any decision made by the SSA Manager that is to be communicated to the complainant will be reviewed and approved by the Governing Committee
- 4.11 The SSA Manager will decide after notification of the client and complainant, the extent of information relating to the complaint or resolution that will be made public, congruent with the confidentiality provisions of the SSA Rules.

## 5 Review of Complaints

- 5.1 The SSA Manager shall review the Register of Complaints periodically and at least at the end of each year to analyse the causes and identify trends that may require appropriate management action to be taken by the Program.
- 5.2 Any complaints received and the appropriate action taken will be presented at the Management Review with the Governing Committee.
- 5.3 The SSA reserves the right to review actions agreed through any complaint investigation procedure at the next scheduled audit.

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