



Concerns and Complaints

Auscargon maintains a framework for timely resolution of concerns and complaints and is committed to ensuring there is a clear means of people communicating issues to us.

Any stakeholder may submit a complaint in the form of a written letter to Auscargon at any time. Such letters must include the following information:

- Name, organisation and contact details (email and telephone / Skype) of the stakeholder
- Details of the complaint including:
 - Timing of complaint
 - Nature of complaint and perceived impact
 - Supporting evidence and documentation
- Declaration of any potential or perceived conflict of interest
- Any request for confidentiality/anonymity of complainant with reasons
- Declaration that information being provided is true, accurate and made in good faith

Examples of supporting evidence may include correspondence, such as emails or letters, research studies, or letters of support from other stakeholders.

Complaint letters can be addressed to 'Operations Manager' and sent to feedback@auscargroup.com.au with the subject line "Complaint Submission to Auscargon."

Auscargon commits to an acknowledgement of receipt of the complaint within 2 days and a response within 7 days of receipt. This response may be final or may outline a timeframe and process that will lead to resolution.