

## **Tilly Money Complaints Policy**

Date updated: July 2020

At *Tilly Money* we take a complaint seriously.

We consider internal resolution an important and necessary first step in the complaints/disputes handling process because it gives us the opportunity to hear our reader/viewers' concerns and expressions of dissatisfaction and address them genuinely, efficiently and effectively. Addressing complaints in this way can also assist us in improving our business systems and products/services, which is integral to growing TILLY as a business.

Wherever possible, we seek to resolve a complaint that a reader/viewer might make about us genuinely, promptly, fairly and consistently under our complaint procedures.

A complainant can email us at **info@tillymoney.com.au** or call our head office at **(02) 9293 0300**.

### **By dealing with a complaint in this way, we have:**

1. The opportunity to resolve a complaint quickly and directly.
2. The chance to improve levels of reader/viewer/subscriber confidence and satisfaction.
3. The ability to preserve reader/viewer/subscriber relationships.
4. The most efficient and cost-effective way to deal with a complaint.

The purpose of this complaints policy is to make our audience aware that they have an avenue to voice their complaints about *Tilly Money* to us, or if dissatisfied with our response, they have external paths that they can follow.

### **External handling of complaints about Tilly Money's editorial/advertising**

Should a complainant wish to seek an external body, we direct them to the Australian Press Council. The Australian Press Council is the external body that handles complaints about Australian newspapers, magazines and associated digital outlets, such as websites. The APC is able to handle these complaints for members and non-members.

### **Our aim is to be objective**

We aim to address each complaint in an equitable, objective and unbiased manner through the complaints process.

- a) Our procedures are written to allow adequate opportunity for each party to make their case.
- b) Wherever possible, our Editor-in-Chief investigates a complaint, rather than the staff/contributor involved in the subject matter of the complaint.
- c) In responding to complaints, we give reasons for reaching a decision on the complaint and aim to adequately address the issues raised in the initial complaint.

### **Our approach to confidentiality**

The personal details of a reader/viewer who lodges a complaint are not disclosed. Disclosure can only otherwise be made if the complainant expressly gives their consent.

### **Our reader/viewer/subscriber-focused approach**

We adopt a reader/viewer-focused approach (including being helpful, user-friendly and communicating in plain English). We are open to feedback and show commitment to resolving complaints by our actions.

### **Our understanding of our accountability**

Reports about complaints are viewed by the top management of *Tilly Money*. These reports include the actions taken and decisions made in respect of a complaint.

### **Continual improvement**

An ongoing objective of *Tilly Money* is the continual improvement of our complaints handling process. We conduct reviews of our procedures every 2-3 years to identify areas for improvement and to ensure that our complaints system is operating effectively.

We demonstrate this commitment by:

- a) Ensuring all relevant staff are aware of and educated about procedures.
- b) Ensuring that adequate resources are allocated to complaint handling and resolution.
- c) Implementing management systems and reporting procedures to ensure timely and effective complaints handling and monitoring.
- d) Top management ensure that the complaints process operates effectively and efficiently.

Our Editor-in-Chief is trained and competent to deal with complaints. They have the authority to work through a complaint or have ready access to someone who has the necessary authority.

### **Our analysis and evaluation of complaints**

All complaints are classified and then analysed to identify any possible systemic, recurring and single incident problems and trends. This will help eliminate the underlying causes of complaints. To do this, use the following:

<b>How we analyse and evaluate a complaint</b>	
1. Type of complaint	
2. Subject of complaint	
3. Outcome of complaint	
4. Timeliness of response	