
Policy Statement

- Everyone has the right to raise a complaint
- JPS will treat all complaints fairly and privately

Purpose

JPS Aim to:

- Provide a simple Complaint process that the public can access
- Resolve complaints within 10 business days
- Provide an escalation point for the complainant, if unhappy with resolution

Definitions

Complaint: Any expression of dissatisfaction or grievance made to JPS by a client, or member of the public in relation to our business

Procedure

Ways to make a Complaint

1. Via Email

Email us at Feedback@jpsaudit.com.au

Document Owner	CCO	Document Author	Natalie Francis
Approved by	Executive Committee	Published/Approval Date	16 November 2022
Version No.	V2	Review Date	November 2024

2. Direct to staff

Talk to a JPS Staff member that you feel comfortable with

Complaints Process

1. JPS will acknowledge your complaint
2. JPS will undertake an investigation of your complaint
3. JPS will provide a response to your complaint within 10 business days
4. JPS will record your complaint and make any necessary changes to prevent recurrence of the concerns raised

Appeals or Escalations

If you are not happy with the response of JPS then you can contact the following:

- The state Ombudsman:
<https://www.ombudsman.vic.gov.au/>
- JAS-ANZ: <https://www.jas-anz.org/>

If the complaint is not resolved within 3 months, JPS must transfer the issue to JAS-ANZ

Document Owner	CCO	Document Author	Natalie Francis
Approved by	Executive Committee	Published/Approval Date	16 November 2022
Version No.	V2	Review Date	November 2024

Document Owner	CCO	Document Author	Natalie Francis
Approved by	Executive Committee	Published/Approval Date	16 November 2022
Version No.	V2	Review Date	November 2024