COMPLAINTS

Dixon’s Hazard Response is committed to ensuring that any person or organisation Working with or affected by its operations has the right to lodge a complaint And to have their concerns addressed in ways that ensure access and equity, Fairness, accountability and transparency. Dixon’s Hazard Response will provide a complaints management procedure that:

• is simple and easy to use

• is available to all members of public, clients and other organisations.

• ensures complaints are fairly assessed and responded to promptly

• Is procedurally fair and follows principles of natural justice

• complies with legislative requirements.

Our commitment

If you make a complaint to Dixon’s Hazard Response you can expect that we will:

• treat you with respect

• tell you what to expect while your complaint is being looked into

• carry out the complaint handling process in a fair and open way

• provide reasons for decisions that are made

• protect your privacy

Making a complaint

A person wishing to make a complaint may do so in writing or verbally to: the Member of Dixon’s Hazard Response they were dealing with at the time or via Facebook or email. Dixon’s Hazard Response will review the main roads code of practice and Australian Guide to temporary traffic management and review the nature of the complaint.

What if I am unhappy with the resolution?

Dixon’s Hazard Response will try and work with the person making the complaint to Better our service but if they are still unhappy with our outcome. Dixon’s Hazard Response will forward the complaint onto Main Roads.

RECORD KEEPING

A register of complaints will be kept by Dixon’s Hazard Response and will record the Following for each complaint:

• Details of the person making the complaint and the nature of the complaint

• Date lodged

• Action taken

• Date of resolution and reason for decision

• Indication of complainant being notified of outcome

Copies of all correspondence and other materials received by Dixon’s Hazard Response in connection with any Complaints will be kept for 7 years The complaints register and files will be confidential and access is restricted to Main Roads and the owner of Dixon’s Hazard Response