OperationsIP

OIP-GOV-002 · Version 1.0 · Effective 1 December 2026

# Complaints and Customer Feedback Policy

We want to hear when something isn't right, so we can fix it.

| DOCUMENT | VERSION | EFFECTIVE | OWNER | NEXT REVIEW |
|---|---|---|---|---|
| OIP-GOV-002 | 1.0 | 1 December 2026 | Director | December 2027 |

Policy · Governance

**Legal and standards basis**

- Australian Consumer Law
- AS 10002:2022 Guidelines for complaint management

## 1. How to complain

- Email support@operationsip.com with "Complaint" in the subject
- Staff of a business should raise work issues with their employer first. Complaints about OperationsIP itself can come straight to us
- Privacy complaints go to privacy@operationsip.com

## 2. What we do

1. Acknowledge within 2 business days
2. Investigate and keep you updated
3. Give you an answer within 20 business days, or tell you why we need longer
4. If you're not satisfied, the Director reviews it

## 3. If you’re still not satisfied

You can contact your local consumer or privacy regulator, such as the ACCC, your state fair trading office or the OAIC in Australia.

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