

COMPLAINTS POLICY – BENT & CURVED GLASS

How we handle privacy complaints

Bent & Curved Glass Pty Ltd (ABN 81 003 862 182) and its Associated Companies (“**Bent & Curved Glass**” or “**we**”) has developed this Complaints Policy as part of its Privacy Policy.

Associated Companies

An Associated Company means any subsidiary corporation or any Related Body Corporate (as that term is used in the *Corporations Act 2001* (Cth)).

Who may lodge a complaint under this Policy?

If you have provided us with personal information, or we have collected and hold your personal information, you have a right to make a complaint and have it investigated and dealt with under this Policy.

What is a “privacy” complaint?

A privacy complaint relates to any concern that you may have regarding Bent & Curved Glass’ privacy practices or our handling of your personal information. This could include matters such as:

- how your personal information is collected or stored;
- how your personal information is used or disclosed; and
- how access is provided to your personal information.

What do I do if I have a complaint about the privacy practices of Bent & Curved Glass?

If you have a complaint about Bent & Curved Glass’ privacy practices or our handling of your personal information please contact our Privacy Officer. We try to resolve complaints at the local level if possible.

You may complain in writing to our Privacy Officer, as follows:

Mr Joseph Finn
Bent & Curved Glass Pty Ltd
257 Milperra Road
REVESBY NSW 2212
Telephone: (02) 9773 1022
Facsimile: (02) 9773 1055

Complaint resolution procedure

The goal of this policy is to achieve an effective resolution of your complaint within a reasonable timeframe, usually 30 days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

Once the complaint has been made, we will try to resolve the matter in a number of ways:

1. **Request for further information:** We may request further information from you. You should be prepared to provide us with as much information as possible, including details of any relevant dates and documentation. This will enable us to investigate the complaint and determine an appropriate solution. All details provided will be kept confidential.
2. **Discuss options:** We will discuss options for resolution with you and if you have suggestions about how the matter might be resolved you should raise these with our Privacy Officer.
3. **Investigation:** Where necessary, the complaint will be investigated. We will try to do so within a reasonable time frame. It may be necessary to contact others in order to proceed with the investigation. This may be necessary in order to progress your complaint.
4. **Conduct of our employees:** If your complaint involves the conduct of our employees we will raise the matter with the employee concerned and seek their comment and input in the resolution of the complaint.

5. Escalate internally: If your complaint is not able to be resolved at a local level it will be referred to company directors.
6. The complaint is substantiated: If your complaint is found to be substantiated, you will be informed of this. We will then take appropriate agreed steps to resolve the complaint, address your concerns and prevent the problem from recurring.
7. If the complaint is not substantiated, or cannot be resolved to your satisfaction, but this Policy has been followed, the decision may be referred to an appropriate intermediary. For example, this may mean an appropriately qualified lawyer or an agreed third party, to act as a mediator.
8. At the conclusion of the complaint, if you are still not satisfied with the outcome you are free to take your complaint to the Office of the Federal Privacy Commissioner.

We will keep a record of your complaint and the outcome.

Anonymous complaints

We are unable to deal with anonymous complaints. This is because we are unable to investigate and follow-up such complaints. However, in the event that an anonymous complaint is received we will note the issues raised and, where appropriate, try and resolve them.

Joseph Finn
Privacy Officer
October 2006