

LeavePlus Complaints Management Policy

CoINVEST Limited trading as LeavePlus (**LeavePlus, we, us or our**) is responsible for administering the portable long service leave scheme for the construction industry in Victoria (**Scheme**) in accordance with the *Construction Industry Long Service Leave Act 1997* (Vic) ([Act](#)) and the Rules of the construction industry long service leave fund ([Rules](#)).

LeavePlus is committed to administering and regulating the Scheme efficiently, fairly and in accordance with the Act and Rules. Key to meeting this commitment is using feedback from those we interact with (including workers and employers covered by the Scheme) as opportunities to improve our systems and processes. Feedback can be in the form of a complaint.

LeavePlus is committed to ensuring that complaints received are handled in a manner which is fair, courteous and respects the privacy of the person making the complaint.

Further, LeavePlus is committed to ensuring that reasons are provided for decisions made in relation to any complaint received.

LeavePlus is also committed to making available simple procedures and the provision of all reasonable assistance to those who choose to make a complaint.

About this Policy

This Complaints Management Policy applies to complaints we receive from people outside LeavePlus. It does not apply to employee grievances. It applies to complaints about LeavePlus as an organisation, the way we administer and regulate the Scheme, and/or how complaints are handled.

A **complaint**, as defined in the Australian and New Zealand Standard Guidelines for complaint management in organizations (AS/NZS 10002:2022), is an expression of dissatisfaction about LeavePlus, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

LeavePlus may decline to accept a complaint that relates to coverage or other decisions of the trustee under the Act and the Rules where there is legal action underway between the parties or where LeavePlus considers that the matter would be better resolved via arbitration under section 12 of the Act or by way of determination under Rules 59 and 60 of the Rules. In such cases, LeavePlus will provide guidance to the complainant on the process for making an application for a decision under these provisions.

LeavePlus may also not accept or action complaints relating to matters which have been previously dealt with or finalised, are outside its jurisdiction or which are vexatious or frivolous (as determined by the Complaints Officer).

How to make a complaint

At LeavePlus we live our values including our value of 'Here for Members'. We seek to continuously improve our ways of working so if we have fallen short, we want to hear from you. We will take your feedback seriously and aim to resolve your complaint in a respectful, fair and reasonable way as quickly as possible. Providing us with reasonable assistance during the process will help us to do so.

Our complaints process

- You can tell us about your complaint by contacting LeavePlus by phone or submitting a complaints webform via our website. Our Member Services team is available by phone for all enquiries on 1300 264 683 or 03 9664 7677, Monday to Friday 9:00am to 5:00pm (excluding public holidays). Our online complaints webform is available [here](#).



- If you are deaf, or have a hearing or speech impairment, you can contact us through the [National Relay Service](#).
- Submit the details of the complaint including information of what has happened and how you think it could be fairly resolved. Any personal information you provide, including your name and contact details will be collected in accordance with our [Privacy Policy](#).
- You can make an anonymous complaint; however, it may be more difficult for us to investigate and therefore may take a bit more time to resolve. You can also authorise a third party, such as a friend or family member, a legal representative, a union/employer representative or financial counsellor, to talk to us on your behalf.
- We will acknowledge and / or respond to your complaint within five (5) business days. We will be committed to resolving your complaint and keeping you informed throughout the process if further investigation is required.

Timeframes

We aim to resolve all complaints as efficiently as possible. If we are unable to address your concern immediately, we'll get back to you with an initial response within five (5) business days.

Some complaints require more investigation. If this happens with your complaint, we will give you a written response within thirty (30) business days of receiving your complaint. We will also keep you informed of our progress. If your complaint can't be resolved within that time frame, we will explain why.

