



THE MOST  
TRUSTED  
REDUNDANCY  
FUND

# Complaints Management Policy

WEB VERSION AS AT 1 APRIL 2026

## Audience – Members and Employers

### Objective

This Complaints Management Policy outlines how ACIRT Pty Limited, as trustee for the Australian Construction Industry Redundancy Trust (ACIRT), manages complaints raised by Members or Employers participating in the ACIRT Employee Entitlement Scheme.

ACIRT is committed to the fair, timely, and effective resolution of complaints through our Internal Dispute Resolution (IDR) process, conducted with empathy and transparency. This policy explains how to lodge a complaint, outlines the key steps in our process, provides expected response timeframes, and details your options if your complaint is not resolved.

### Application

This policy applies to complaints involving employers or members, including those arising from member servicing, claims such as redundancy payments, and employer obligations..

### What you can expect from our Complaint Management Process

At ACIRT, we are committed to resolving your concerns quickly, fairly, and transparently. Here's how our IDR process works:

#### Lodging a Complaint:

If you have experienced a problem or are not satisfied with our products or services or a decision we have made, please let us know so that we can help. The simplest way to make a complaint or provide feedback is by phone, email, or through the ACIRT Employers' Portal:

- Phone: +61 2 8571 5457  
or 1800 060 467
- Email: acirtadmin@aas.com.au

At times you may need extra support or want someone to lodge the complaint on your behalf, we also accept complaints from your authorised representatives, such as legal or financial counsellors or union officials.

#### What to include:

When contacting us with a complaint, it will help us to address your concerns if you can provide us with:

- Your name and preferred contact details
- Details about your complaint, what it relates to and how we didn't meet your expectations
- What outcome you would like to achieve when working with us to resolve your Complaint
- Anything else you think is relevant for us to consider when reviewing your concerns

#### Acknowledgement:

We record and acknowledge your complaint within 24 hours (or one business day) of receiving your complaint – either verbally or in writing – so you know we're taking action.

#### Investigating your Complaint

We will take reasonable steps to investigate your complaint, including an assessment of the circumstances you have described and obtaining additional information if required. We will work with you to explore options for resolving your complaint. Our experienced team will investigate your complaint impartially and keep you informed throughout.

#### Resolving your Complaint:

We aim to resolve complaints within 30 calendar days after receiving your complaint. Depending on the circumstances of your complaint, you will be provided with an outcome either verbally or in writing.

But not all complaints will be complex or require a lot of investigation and therefore will not require them to go through a full IDR process. In these circumstances, we strive to resolve complaints within five business days. If your issue is resolved quickly and to your satisfaction, we'll confirm this with you and provide a written response, if required.

We will always provide you with a written outcome in the following instances:

- If your complaint takes longer than 5 business days to resolve
- If you request a written response
- If your complaint outcome is not resolved to your satisfaction

If we need more time to investigate and resolve your complaint (prior to the 30 calendar days expiring) we will explain why the expected revised timeframe is required.

#### Closure

Once we've communicated our decision and you're satisfied with the outcome, your complaint is considered closed.

We're here to help – contact us if you have a complaint or need further information about our process. A copy of ACIRT's full Complaints Management Policy is available upon request.