MAC – Complaints Pathway / Time frames

1 Complaint received by the team, logged and allocated to appropriate member of the Company.
(If resolved completely within 24 hours – marked as closed)

2 Acknowledgement sent to the complainant in writing with a follow up sent within 3 working days.

3 Copy of complaint, action log and response emailed to Business Manager to review.

Days 1 - 3

4 Allocated team member contacts the complainant to arrange local resolution and agree way forward.

5 If unresolved, complaint is escalated to the Director who will review and respond.

Days 4 - 6

6 Final escalation to relevant commissioner (if applicable) to review.

7 Complaint closed on log.

Days 7 - 31