

## Stakeholder Grievance Process

Advance Consulting and Services Pty Ltd (trading as 361 Degrees Strategic Engagement and Communications) understands that stakeholders may wish to lodge a complaint about services provided by an employee and or associate or allege a breach of undertakings.

Our complaint management process will be consistent with the Ombudsman of Western Australia's Complaints Handling Guidelines as published on the Ombudsman's website –

<https://www.ombudsman.wa.gov.au/Publications/Documents/guidelines/Effective-handling-of-complaints-made-to-your-organisation.pdf>

A copy of these guidelines will be provided on request.

Lodging a complaint about Advance Consulting and Services is free and can be lodged by email with the details of the complaint sent to [admin@361degrees.com.au](mailto:admin@361degrees.com.au)

The Directors of Advance Consulting and Services are the Complaint Handling Officers for the company. Where the complaint relates to a single Director, the Director that is the subject of the complaint will not participate in any investigation other than providing a response to the allegation during the investigation.

The company may choose to engage an independent third party to investigate the complaint where it involves multiple Directors, or the Board determines the complaint warrants independent investigation.

A report detailing the outcome of any investigation must be tabled at a future meeting of the Board. After the Board has considered the report, a copy of the findings and recommendation will be provided to the complainant.

Advance Consulting and Services will encourage all employees and associates to maintain a relevant external membership of an industry association with an appropriate code of conduct that will allow for their performance to be independently scrutinized.

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