

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 or associate or allege a breach of undertakings.

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. The Complaints investigation and resolution process and target resolution timeframes are summarised below.

Target Resolution	Phase
3 business days	Assess the complaint
	Seek resolution
	Select the appropriate investigative approach
14 business days	Plan the investigation
	Ensure proper powers and authority
	Obtain evidence
	Reconsider resolution
	Reporting and recommendations
Maximum 3 months	Decide on the complaint and action to be taken
	Inform the parties

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.

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Upon completion of an investigation, the complainant (and, if applicable, the person who is the subject of the complaint) will be given:

- Adequate reasons for any decision made;
- Any changes or action that have resulted from the complaint;
- A remedy, where appropriate; and
- Information on where to seek independent external review (such as professional associations with independent Codes of Conduct).

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

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