

# Supply Nation complaints handling



## Policy

At Supply Nation, we are committed to delivering high-quality services to our Indigenous businesses, corporate, government and not-for-profit members, partners, and stakeholders. We recognise that feedback, including complaints, is a valuable opportunity to improve our services, systems, and relationships.

This policy provides a clear and accessible process for raising and resolving complaints. It ensures that all complaints are handled fairly, promptly, and respectfully, in line with our values and legal obligations.

### Our commitment

- Providing clear and accessible ways for people to make complaints.
- Treating all complaints seriously and respond in a timely, respectful, and fair manner.
- Ensuring that no one is disadvantaged or treated unfairly for making a complaint.
- Protecting the privacy and confidentiality of all parties involved.
- Using complaints as a tool for learning and continuous improvement.
- Complying with all relevant laws, regulations, and standards.

## Who this applies to

This policy applies to all Supply Nation members (government, corporate and not-for-profit organisations) and Registered and Certified Suppliers (Indigenous businesses). This extends to a complaint about a Supply Nation Board member, employee or contractor. It covers complaints made by or about:

- Our services or products
- Our member or supplier conduct
- Our people or representatives
- Our complaint handling processes

We are committed to ensuring that a person who raises a concern feels heard, respected, and supported with a complaints experience that honours diversity, recognises cultural safety, and supports individuals in a way that is inclusive and understanding.

### Who this does not apply to

- Employment related disputes which is covered by the Supply Nation Grievance Policy
- When an external body is the responsible organisation and Supply Nation does not have the power to carry out an effective investigation into the affairs of third parties such as the Australian Securities and Investments Commission (ASIC) or the Australian Competition and Consumer Commission (ACCC).
- Commercial disputes involving members and/or suppliers (e.g. nonpayment of services / products / wages).
- Misconduct or improper state of affairs or circumstances in relation to Supply Nation (criminal activity / breach of law) and should be dealt with under the [Supply Nation Whistleblower Policy](#).

## How to make a complaint

- Online: [Supply Nation - Lodge a complaint](#)
- Call: **1300 055 298**
- Email: [complaints@supplynation.org.au](mailto:complaints@supplynation.org.au)

You will be contacted within 2 business days and we will assess your complaint within 10 business days. Complaints that are complex may take longer and you will be notified.

As part of our complaints process, we will need some of your details to allow us to provide a response. This includes your name, contact details, details of the complaint and supporting evidence as well as the outcome you are seeking.

If you do not want to make a formal complaint, you can still provide us with feedback, which you can do over the phone or email.

Supply Nation accepts anonymous complaints, however this may limit our ability to keep you informed of our process. If making an anonymous complaint over the phone, please tell us that you would like to remain anonymous.

For anonymous complaints, Supply Nation will not contact the complainant if additional information is required to assess the complaint or to advise of the progress or outcome of the complaint. Therefore, if there is insufficient information provided, Supply Nation will not be able to progress it.

Please note, if we can identify you from a complaint, for example, your email address has your name included, or you sign off using your name – we will not be able to record the complaint as anonymous.

However, we will treat the complaint as having been lodged anonymously. This means that we will not contact you if we require additional information to assess the complaint or to advise you of its progress or outcome.

## What to expect from Supply Nation

We take all complaints seriously. Depending on the nature of your complaint we may provide you with an outcome, which could include:

- An apology
- A remedy to your issue
- A referral to a more appropriate agency
- Further assistance

A complaint outcome may also include advising you that we do not agree with your complaint because we:

- Acted within the applicable legislation or our policy
- Provided accurate, consistent and/or timely information
- Provided a response that was consistent with the circumstances of the time

Supply Nation is focused on delivering high-quality services and we are committed to providing updates either upon request or at regular intervals.

## What to do if you are dissatisfied with Supply Nation's handling of the complaint

If you are dissatisfied with Supply Nation's handling of your complaint, you can further your complaint to relevant bodies such as National Indigenous Australians Agency (NIAA), the Australian Securities and Investments Commission (ASIC) or the Australian Competition and Consumer Commission (ACCC).